220-901.exam.185q

Comptia 220-901

CompTIA A+ Certification Exam

Sections
1. Hardware
2. Networking
3. Mobile Devices
4. Hardware NetTroublshooting
5. Mix Questions

QUESTION 1
A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD-RW drive?

A. TPM
B. Virtualization
C. Secure boot
D. UEFI BIOS password

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 2
A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?

A. Scaling
B. Rotation
C. Position
D. Resolution

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 3
Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Select TWO).

A. Molex
B. SPDIF
C. eSATA
D. HDMI
E. USB 3.0
F. CAT6e

Correct Answer: CE
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 4
A customer is building a high-end gaming PC and is seeking an appropriate power supply unit. Which of the following feature-sets of a power supply should be installed? (Select THREE).

A. Mini-ITX form factor
B. High number of connectors
C. 24-pin main connector
D. 20-pin main connector
E. 350-450 watts of power
F. Dual 12v rails

Correct Answer: BCF
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 5

Which of the following is required during the installation of a digitizer?

A. Must be connected to the Internet
B. Must be cleaned
C. Must have the latest software installed
D. Must be calibrated

Correct Answer: D
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 6
A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The line connected to the expansion card is MOST likely which of the following cable types?

A. Coaxial
B. CAT3
C. CAT6
D. Multi-mode fiber
E. Single-mode fiber

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 7
For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

A. Thermal
B. Impact
C. Inkjet
D. Laser

Correct Answer: D
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 8
Which of the following cable connection types is an example of a mini DIN?

A. BNC
B. PS/2
C. RCA
D. DB9

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 9
A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

A. Clock speed
B. Hyperthreading
C. Fan speed
D. Number of cores

Correct Answer: A
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 10

Which of the following display technologies provides the BEST range of visible colors?

A. CRT
B. LCD
C. Plasma
D. OLED

Correct Answer: D
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 11
A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

A. Optical drive
B. Capture card
C. Thunderbolt
D. External storage

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 12
A small workgroup inherits a second-hand printer without networking capabilities. Which of the following is the BEST method of sharing this resource among the workgroup?

A. Connect the printer to a Bluetooth adapter in order for the users to print
B. Connect the printer by using the onboard Infrared port
C. Connect the printer to a user's workstation and share the device
D. Connect the printer to a parallel switch box

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 13
A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

A. Configure the router for DHCP.
B. Configure the router for NAT.
C. Configure the router for port forwarding.
D. Configure the router for QoS.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 14
A user is attempting to print a color document but it will not print in color. Which of the following should the technician do FIRST to fix the problem?

A. Reset printer IP address.
B. Change color toner cartridge.
C. Check grayscale setting.
D. Reinstall printer driver.

Correct Answer: C

QUESTION 15
Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

A. HDMI Video
B. Lightning
C. USB 2.0
D. Thunderbolt

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 16
Which of the following are the BEST features to include in a Home Theater PC? (Select TWO).

A. Liquid Cooling
B. VGA Output
C. Dual Monitors
D. Digital Audio
E. HDMI Output
F. NFC Capability

Correct Answer: DE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 17

A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user's machine. Which of the following is MOST likely the cause?

A. Incoming connections on port 445 are blocked.

B. Outgoing connections on port 443 are blocked.

C. Incoming connections on port 143 are blocked.

D. Outgoing connections on port 80 are blocked.

E. Outgoing connections on port 21 are blocked.

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 18
A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

A. diskpart

B. chkdsk

C. format

D. clean

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 19
A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

A. Scanning

B. Collating

C. Faxing

D. Duplexing

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 20
A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

A. 80
B. 110
C. 143
D. 443

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 21
DRAG DROP
A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to play high definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/ display areas should be filled. Once the simulation is complete select the done button to submit.

Build PCs for the Family Room and Home Office

Select and Place:

Build PCs for the Family Room and Home Office

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.
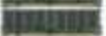
Objects

- SLI Graphics Card
- HDMI Graphics Card
- Blu-Ray Drive
- DVD Burner Drive
- 4 GB Memory
- 8 GB Memory
- Dual Core 64-bit 3GHz CPU
- Two 64-bit 3GHz CPUs
- Dual Monitor Display
- Large TV Display
- Card Reader
- MultiFunction Device

Drive Slot
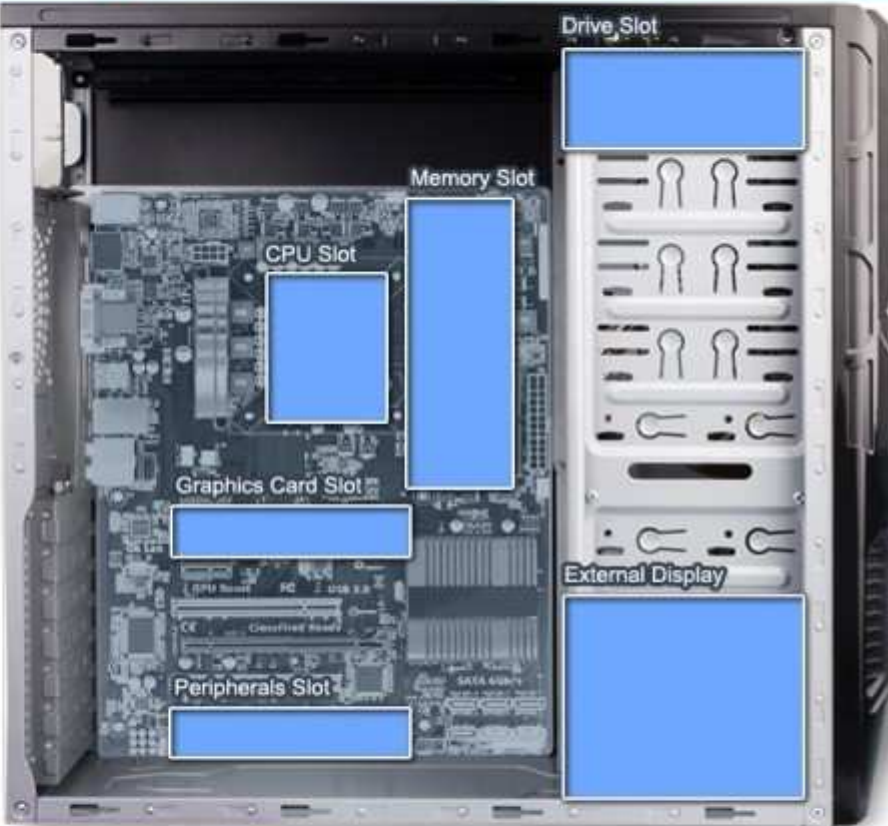
Memory Slot
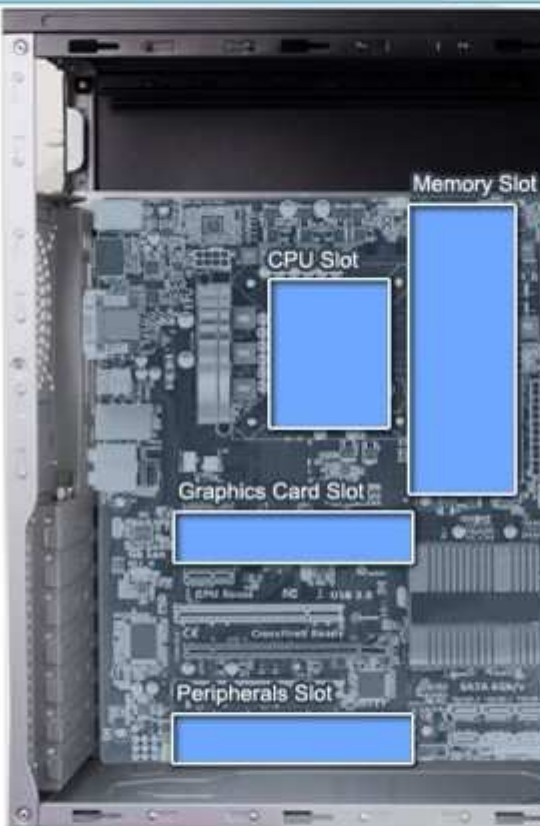
CPU Slot

Graphics Card Slot

External Display

Peripherals Slot

Correct Answer:

Build PCs for the Family Room and Home Office

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.

Objects

Family Room

Drive Slot
Blu-Ray Drive

Memory Slot

CPU Slot
Dual Core 64-bit 3GHz CPU

4 GB Memory

Graphics Card Slot
HDMI Graphics Card

External Display

Large TV Display

Peripherals Slot
Card Reader

Family Room

Memory Slot

CPU Slot
Two 64-bit 3GHz CPUs

8 GB Memory

Graphics Card Slot
SLI Graphics Card

Peripherals Slot
MultiFunction Device

Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 22
DRAG DROP
You would like to build a PC for storage redundancy. Select the appropriate IDE drives and build the PC for MAXIMUM performance, while using the MINIMUM amount of drives.

Instructions: Drives can be reused, but bays are only used once. Select the done button to submit your response.

Select and Place:

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.

Bay 1

Bay 2

Bay 3

Hard Drives

Hard Drive 1 - 15,000 RPM

Hard Drive 2 - 10,000 RPM

Hard Drive 3   7,200 RPM

Hard Drive 4   5,400 RPM

Remove All

Correct Answer:

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them. Drives can be reused, but bays are only used once.

Hard Drive 3 7,200 RPM

Hard Drive 3 7,200 RPM

Bay 3

Hard Drives

Hard Drive 1 - 15,000 RPM

Hard Drive 2 - 10,000 RPM

Hard Drive 3 7,200 RPM

Hard Drive 4 5,400 RPM

❌ Remove All

QUESTION 23
There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

A. Switch
B. Router
C. Access point
D. Hub

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 24
A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

A. Plug the phone into a known good charger
B. Remove and reseat the battery
C. Replace the screen glass assembly
D. Replace the battery and charge the phone.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 25
Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

A. IMAP
B. SMB
C. SSH
D. RDP

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 26
SIMULATION

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfered with the other networks. Ann has provided you with the following information.

Wireless Name: Library
New Router Password: Secure$1

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button. When you have completed simulation, please select the Done button to submit.

Wireless Network Name:Default
Security Mode:Open
Wireless Channel: 6

Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 3

Wireless Network Name:PatsWiFi
Security Mode: WEP
Wireless Channel: 5

Public Library

Wireless Configuration ⊗

Wireless Setup	Network Filter	Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☑

Wireless Network Name: Marketing   (Also called the SSID)

Wireless Channel: 3 ▾

Disable SSID Broadcast: ☑

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode: Enable WEP Wireless Security (basic) ▾

WEP:

Default WEP Key: WEP Key 1 ▾

WEP Key 1: CAFE337100

WEP Key 2:

WEP Key 3:

WEP Key 4:

Wireless Configuration

X

Wireless Setup   Network Filter   Administrator Tools

☑ Turn MAC Filtering ON

Allow the following MAC Addresses ▾

MAC Address

☑ 00:0A:BF:03:C4:54

☑ 09:2C:D0:22:3F:11

☐

☐

Wireless Configuration

Wireless Setup   **Network Filter**   **Administrator Tools**

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password: [   ]

Verify Password: [   ]

Correct Answer: Make the changes as shown below
Section: Mix Questions
Explanation

Explanation/Reference:

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.

Wireless Configuration

Wireless Setup	Network Filter	Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☑

Wireless Network Name: Library (Also called the SSID)

Wireless Channel: 11 ▼

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode: Disable Wireless Security (not recommended) ▼
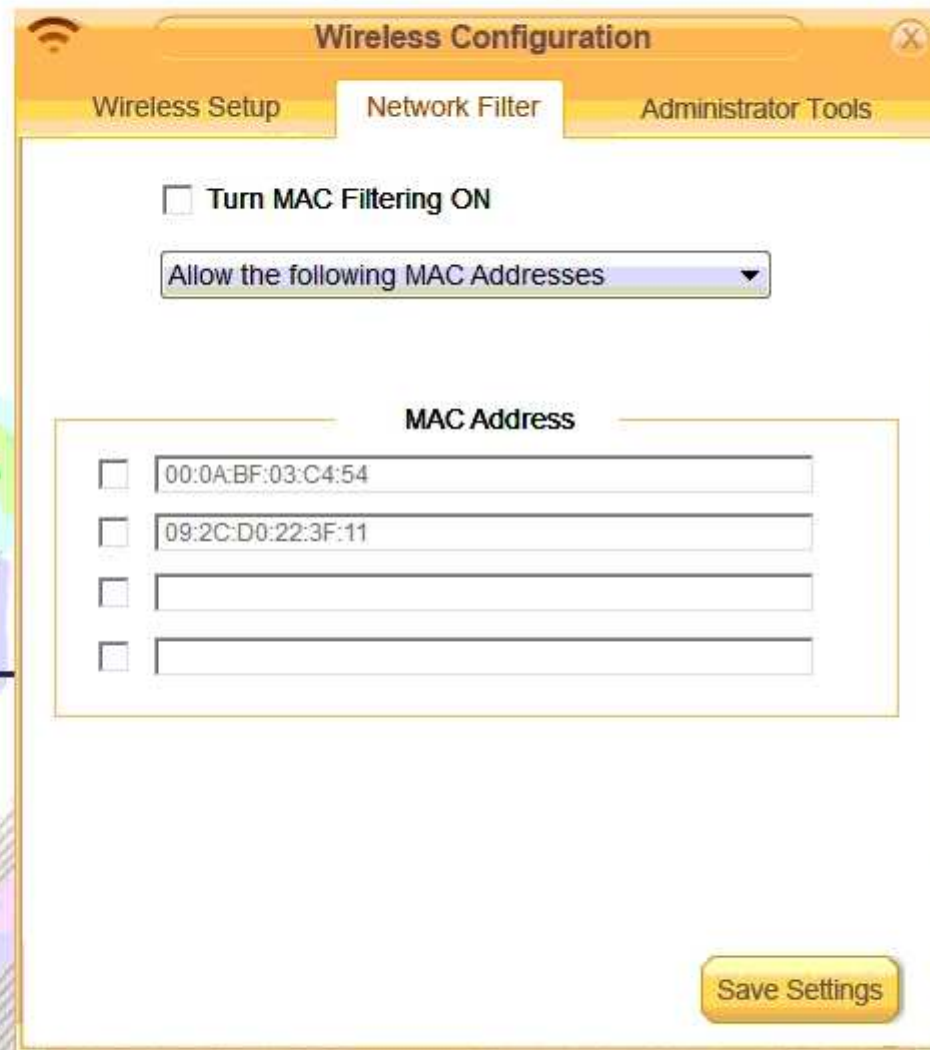
Save Settings

Turn off MAC filtering:

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.

Wireless Configuration

Wireless Setup | **Network Filter** | **Administrator Tools**

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address

☐ 00:0A:BF:03:C4:54

☐ 09:2C:D0:22:3F:11

☐ [ ]

☐ [ ]

Save Settings

Change the router password:
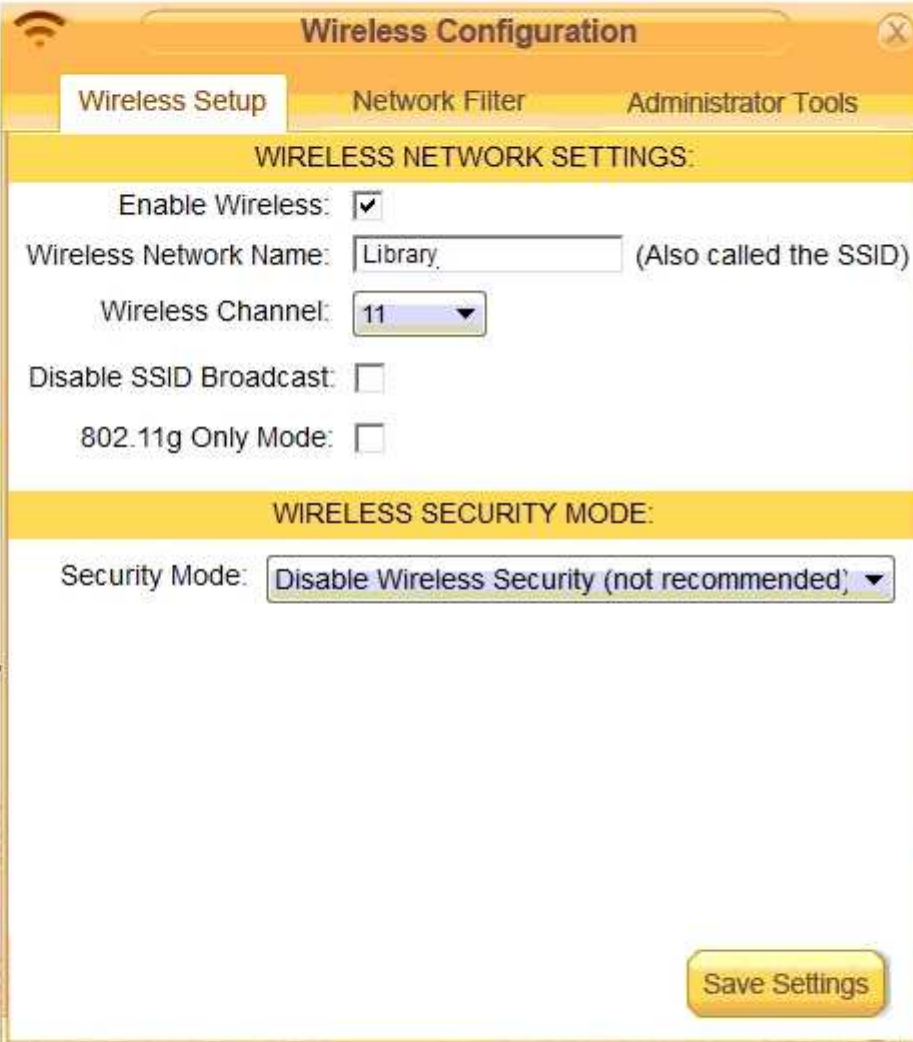
Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.

Wireless Configuration

Wireless Setup	Network Filter	Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password: `Secure$1`

Verify Password: `Secure$1`

Save Settings

QUESTION 27
A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The telephone line connected to the expansion card is MOST likely which of the following cable types?

A. Coaxial
B. CAT3
C. CAT6
D. Multi-mode fiber
E. Single-mode fiber

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
A technician works for a company that has virtual servers and virtual desktops. The company hires a user who only needs to access the virtual desktops. Which of the following is the MOST cost-effective workstation to purchase?

A. Thin client
B. Gaming PC
C. CAD PC
D. Thick client

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following components of a motherboard is responsible for communications between CPU and RAM?

A. North Bridge

B. South Bridge

C. PCIe slot

D. CMOS battery

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
A computer technician wants to boot up a computer using a USB flash drive. After inserting the USB drive and powering on the computer, it does not boot to the flash drive and instead boots to the OS on the hard drive. Which of the following is MOST likely the cause?

A. The boot order in the BIOS is incorrect

B. The hard drive is not formatted

C. There is a disc in the optical drive

D. There is insufficient memory

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
A user, Joe, is watching a training education video and notices dark pin-sized dots in the same location on his laptop LCD screen. Which of the following is the cause of this issue?

A. Distorted image

B. Dead pixels

C. Pixelation

D. Incorrect color palette

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
A user wants to connect a laptop to the office LAN, charge the battery, and have a dual screen setup. Which of the following would BEST solve this user's requirements?

A. Digitizer

B. Thunderbolt

C. Docking station

D. Desktop mode

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
A customer asks a technician to upgrade a desktop computer to support the DVI-D interface. Which of the following PC expansion cards would the technician upgrade?

A. FireWire card

B. Network card

C. Thunderbolt card

D. Video card

E. Sound card

Correct Answer: D
Section: Mix Questions

Explanation

Explanation/Reference:
Explanation:

QUESTION 34
A user is on a business trip with a company issued Windows 7 laptop and is unable to connect to corporate WLAN. To temporarily reconfigure the settings, which of the following must the technician must access?

A. Start/Control Panel/Network and Sharing Center/Change Adapter Settings/Wireless Network Connection Properties
B. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Profile Types
C. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Create an ad hoc network
D. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Manually create a network profile

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

A. Remove the battery and let it cool for 24 hours
B. Fully discharge and then fully recharge the battery
C. Short the battery terminals with a paper clip
D. Replace the battery with a new one

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

A. Drive lock
B. Intrusion detection
C. BIOS password
D. Trusted platform module

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower response times than usual. Which of the following is the user MOST likely experiencing?

A. Advertisements
B. Resource consumption
C. A trojan infection
D. Unremoved viruses

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

A. The display is defective.
B. The video card needs to be flashed.
C. The internal adapter has not been disabled.
D. The new video card is defective.

Correct Answer: C

Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

A. Establish a plan of action to resolve the problem
B. Implement the solution
C. Test the theory to determine cause
D. Verify full system functionality

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
The contrast ratio for an LCD monitor is BEST defined as the ratio between:

A. display resolution and brightness.
B. power consumption and output intensity.
C. power savings of a comparable CRT monitor and the LCD.
D. the darkest and lightest displayed output.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

A. Change the BIOS settings to the local time
B. Adjust the voltage selector switch
C. Attach a 220-volt power strip from the current region to the PC
D. Attach a 120-volt battery backup power supply to the PC

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Which of the following technologies is the MOST secure form of wireless encryption?

A. SSL
B. WPA
C. WEP
D. TLS

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

A. Jumper settings are incorrect
B. The RAM module is defective
C. The memory slot is defective
D. CMOS needs to be flashed

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

A. Quad core
B. Triple core
C. Dual core
D. Hyper-threading

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

A. 8-bit
B. 16-bit
C. 32-bit
D. 64-bit

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
A technician needs to configure a computer system for MAXIMUM safety of stored data while staying cost effective. Which of the following RAID levels should be used?

A. RAID 0
B. RAID 1
C. RAID 3
D. RAID 5

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
Which of the following cable types delivers a signal over a single pin connector?

A. Ethernet
B. Coaxial
C. S-video
D. DVI

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
Which of the following has color codes that match on both ends (e.g. orange-white, orange, green- white, blue, blue-white, green, brown-white, brown)?

A. UTP straight-through

B. UTP crossover
C. Multi-mode fiber
D. Single-mode fiber

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
Which of the following channels should a technician choose when installing multiple wireless access points for a small office home office (SOHO) network to provide the MINIMAL interference?

A. 1, 6,11
B. 2, 5,10
C. 3, 7,9
D. 4, 5,8

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?

A. DVD RW
B. CD-ROM
C. Tape backup
D. DVD+R DL

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
A network administrator has a requirement to implement a WiFi hot-spot for the public. Which of the following should be used for secure access?

A. WEP and TKIP
B. WPA2 and AES
C. WPA and static IPs
D. WPA2 and MAC filtering

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

A. HTTPS
B. IMAP
C. TELNET
D. SMTP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
An office printer that was working earlier in the day is no longer printing any documents. Pre- existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self- diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

A. The printer's IP address has changed.

B. The network print spooler service has been restarted.

C. "Perform Printer Maintenance" message is displayed on the printer's LCD panel.

D. Two or more users sent print jobs simultaneously, causing a print collision.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
DRAG DROP

Place the appropriate token next to each graphic.

Select and Place:

DVI

HDMI

Composite

S-video

VGA

Serial

Pin 1

Correct Answer:

Composite

Serial

VGA

5 4 3 2 1

Pin 1

DVI

HDMI

19 17 15 13 11 9 7 5 3 1

18 16 14 12 10 8 6 4 2

S-video

4 3

2 1
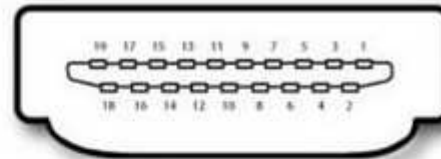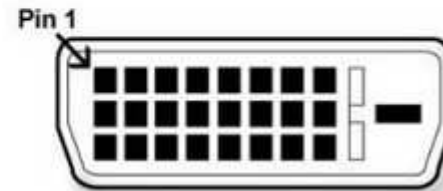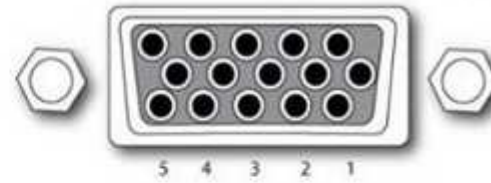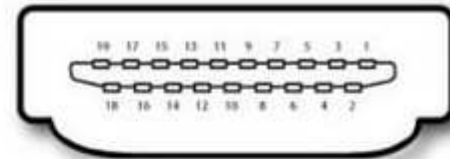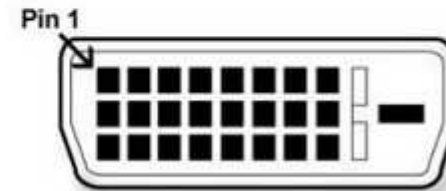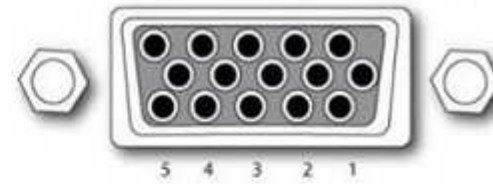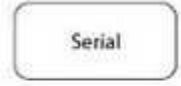
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 55
DRAG DROP

Place the appropriate token next to each graphic.

Select and Place:

Correct Answer:

Explanation/Reference:

QUESTION 56
DRAG DROP

Drag and drop each component onto the labeled areas to label the parts of the motherboard.

Select and Place:

Correct Answer:

Memory Module Connectors (1,2,3,4) — Main Power Connector — Floppy Drive Connector (FLOPPY) — PCI Express x16 Card Connector

Component

IDE Drive Connector

Front Panel I/O Connector

SATA Connector

CMOS Battery

PCI Card Connector

PCI Express x4 Card Connector
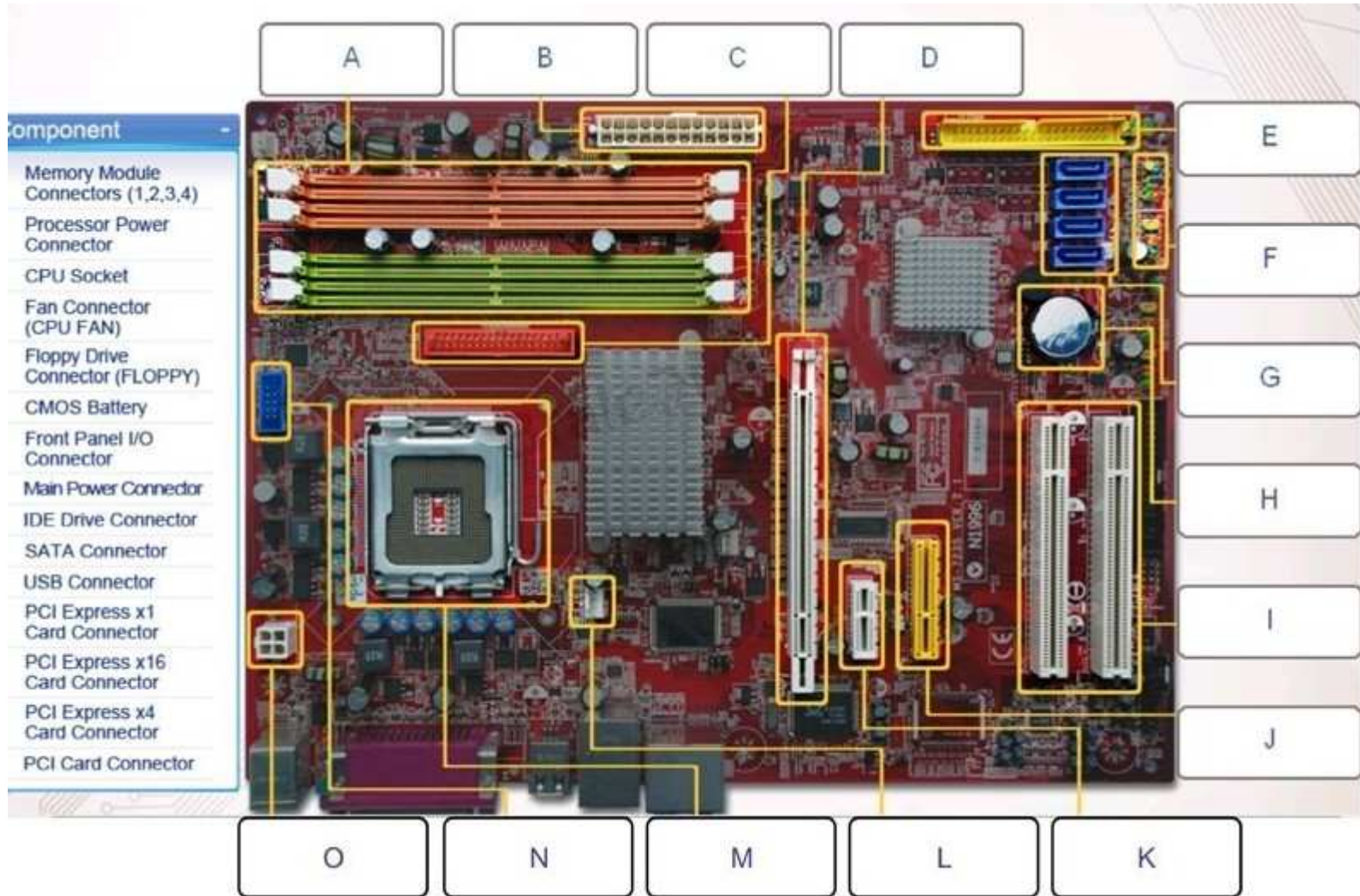
Processor Power Connector — USB Connector — CPU Socket — Fan Connector (CPU FAN) — PCI Express x1 Card Connector
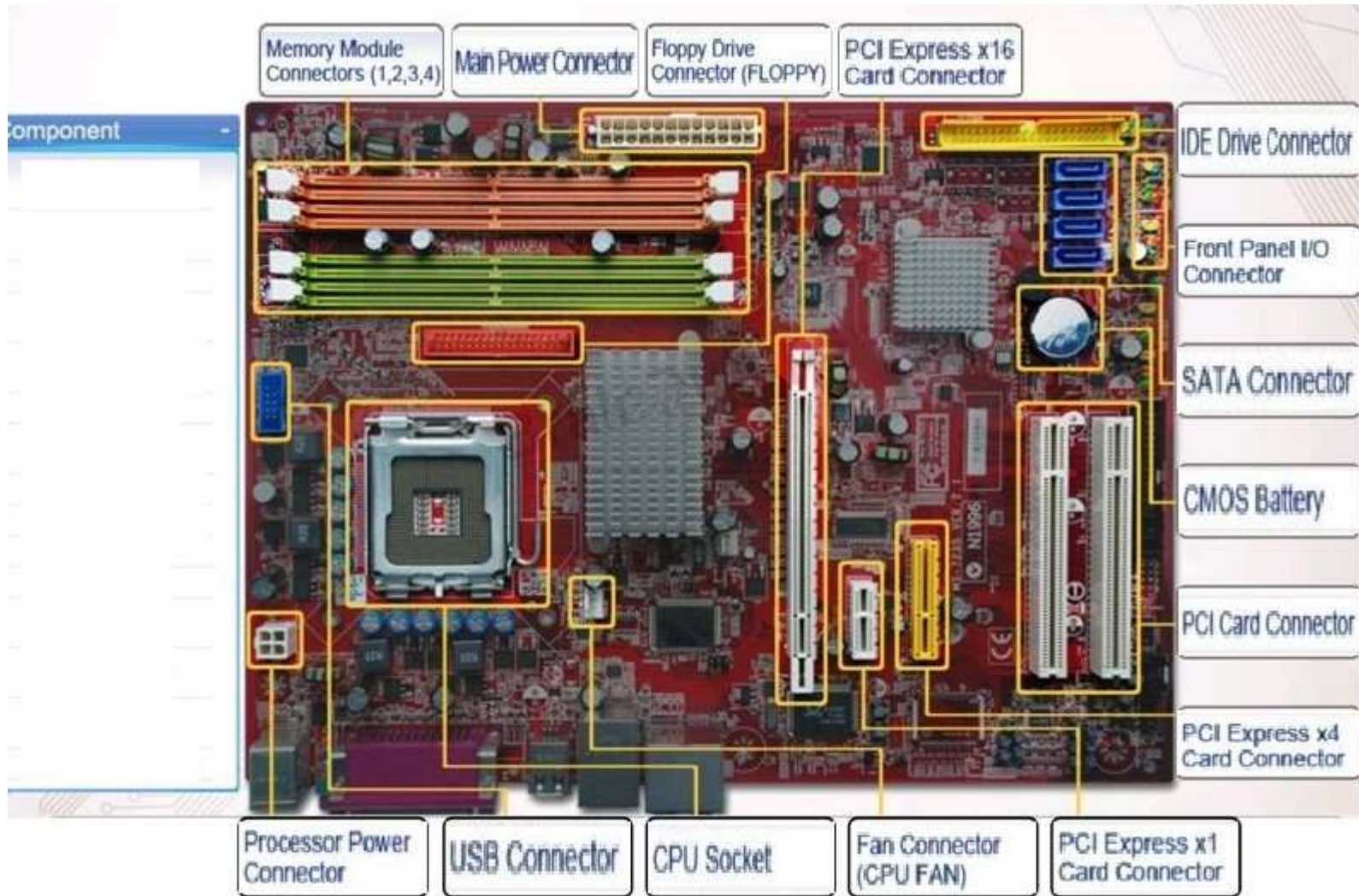
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:

A - Memory Module Connectors (1, 2, 3, 4)
B - Main Power Connector
C - Floppy drive connector (FLOPPY)
D - PCI Express x16 card connector
E - IDE Drive Connector
F - Front Panel I/O Connector
G - SATA Connector
H - CMOS Battery
I - PCI Card Connector
J - PCI Express x4 connector
K - PCI Express x1 card connector
L - Fan Connector (CPU FAN)
M - CPU Socket
N - USB Connector
O - Processor Power Connector

You need to know about Motherboard, see detail from
http://www.computerhope.com/jargon/m/mothboar.htm
or
http://www.build-your-own-computer.net/motherboard-diagram.html

3-pin fan Connectors
Back panel and I/O connectors
PCI Express
PCI
AGP
Heatsink
CD-IN
P4 power connector
SPDIF
Inductor
1394 headers
Capacitors
Integrated circuit
CPU Socket
SATA RAID
Northbridge
Jumpers
CPU Fan connection
USB headers
Serial port connector
Screw hole
Southbridge
4 memory slots
FWH in PLCC
Super I/O
System panel connectors
ATA RAID
CMOS Battery
4 SATA connections
24-pin ATX power connector
ATA (IDE) connector
Floppy connector

ASUS P5AD2-E Premium Motherboard
http://www.computerhope.com

QUESTION 57
DRAG DROP

Drag the components from the list and place them in correct devices.

Select and Place:

Components −

- 250W ATX
- 250 GB HDD
- **Quad-Core 3 GHz Phenom II**
- 256 GB SSD
- 1 TB HDD
- 2 GB DDR3
- Integrated Video
- 8 GB DDR3
- 800W Full ATX
- Dual-Core 3 GHz i5
- Win7 32 Pro
- Dual-Core 2 GHz i3
- 250W HTPC
- Dual 1 GB GDDR5 w/HDMI
- Advanced Case Cooling
- TV Tuner
- 6 GB DDR3
- 1 GB GDDR5 w/HDMI

PC type	Home Theater	Thick Client	Gaming PC
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU			
Video			
Case and Power			
RAM			
Specialized Option			
Storage			

Clear All

Correct Answer:

Components —

PC type	Home Theater	Thick Client	Gaming PC
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU	Dual-Core 3 GHz i5	Dual-Core 2 GHz i3	Quad-Core 3 GHz Phenom II
Video	1 GB GDDR5 w/HDMI	Integrated Video	Dual 1 GB GDDR5 w/HDMI
Case and Power	250W HTPC	250W ATX	800W Full ATX
RAM	6 GB DDR3	2 GB DDR3	8 GB DDR3
Specialized Option	TV Tuner	Win7 32 Pro	Advanced Case Cooling
Storage	256 GB SSD	250 GB HDD	1 TB HDD

Clear All

QUESTION 58
DRAG DROP

Drag and drop the following encryption standards to the appropriate wireless standard. Tokens may be used more than once and all placeholders must be filled.

Select and Place:

Wireless Security	Encryption Type	
Open		None
WEP		RC4
		3DES
WPA		AES
		DES
WPA-CCMP		

Correct Answer:

https://www.gratisexam.com/

Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 59
DRAG DROP

Drag and drop the IP address next to the appropriate description.

Select and Place:

Class A

APIPA

Private

Loopback

Multicast

172.199.35.9   127.0.0.1   224.30.2.100

11.199.127.2   169.254.30.21

Correct Answer:

Class A	11.199.127.2
APIPA	169.254.30.21
Private	172.199.35.9
Loopback	127.0.0.1
Multicast	224.30.2.100

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 60
Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

A. Bridge
B. Fax machine
C. Repeater
D. Modem

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 61
A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

A. SAN
B. WAN
C. LAN
D. PAN

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 62
A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

A. CMOS Battery

B. Mini-PCI Card

C. Inverter

D. DC Cord

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how-does_5011808_inverter-work-laptop.html

QUESTION 63
Which of the following devices requires 3.3V of power from the motherboard?

A. SLI Video Card

B. DVD-ROM Drive

C. USB Port

D. Serial Port Card

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 64
Multicast addresses fall in which of the following classful address ranges?

A. Class A

B. Class B

C. Class C

D. Class D

E. Class E

Correct Answer: D

QUESTION 65
Which of the following translates digital signals into analog for transmission over phone lines?

A. SAN
B. VoIP
C. Modem
D. Bridge

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 66
Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

A. CAT5e
B. CAT6
C. RG-59
D. STP

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 67
Which of the following cable types should always be used through life safety areas?

A. PVC

B. Plenum

C. STP

D. Fiber

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

QUESTION 68
Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 2.4GHz frequency?

A. A

B. B

C. G

D. N

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 69
A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. DL DVD Burner

B. LTO Drive

C. CD Burner

D. Blu-Ray Burner

Correct Answer: A
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 70
Laser printers and thermal printers both use a heating element to function. Which of the following differentiates them?

A. Laser printers require a liquid pigment.
B. Thermal printers use device specific stock.
C. Laser printers do not require thermal toner.
D. Thermal printers utilize refillable heat toner.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 71
When referring to laser printing, which of the following describes the development process?

A. The corona wire places a static charge on the drum.
B. Toner is pulled to the charged areas of the drum.
C. Toner is pulled from the drum to the paper.
D. The toner is permanently affixed to the paper.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 72
Which of the following would MOST likely be found on a docking station versus a port replicator?

A. USB Hub
B. VGA Port
C. PS/2 Slot
D. DVD-ROM

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
Docking stations have DVD ROM whereas Port replicator has only ports.

QUESTION 73
A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

A. USB
B. Infrared (IR)
C. Bluetooth
D. Wireless

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 74
ESD mats are useful for protecting against which of the following hazards?

A. Chemical burns
B. Electromagnetic interference
C. RF interference
D. Static buildup

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 75
When a technician suspects prohibited activity on an organization's network or computers, which of the following is the FIRST step they should take?

A. Confirm an actual infraction has taken place
B. Confront the suspected person with incident details
C. Notify others so that peers will stop the activity
D. Erase the contents of the user's computer and disable their account

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 76
A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

A. Blu-Ray writer
B. DVD-RW drive
C. Dual Layer DVD burner
D. CD-ROM burner

Correct Answer: A
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 77
Which of the following printer types requires calibration to ensure the nozzle is adjusted to print properly?

A. Impact
B. Inkjet
C. Laser
D. Thermal

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/inkjet-printer.htm

QUESTION 78
A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the
following is the recommended solution that will manage heat more effectively?

A. Replace the CPU heat sync with a high RPM fan
B. Purchase an energy efficient power supply
C. Not over-clocking the CPU
D. Liquid cooling system

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/liquid-cooled-pc.htm

QUESTION 79
Which of the following wireless standards operates at 5GHz? (Select TWO).

A. 802.11a

B. 802.11b

C. 802.11bg

D. 802.11g

E. 802.11n

Correct Answer: AE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 80
A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

A. Discharge all capacitors inside the PSU

B. Remove all jewelry

C. Ensure the PSU is plugged into a grounded electrical socket

D. Ensure humidity levels within the room are lowered

E. Put on an anti-static wrist strap

Correct Answer: BE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 81
Which of the following devices uses both light and a lens to facilitate data warehousing?

A. Digitizer

B. Touch screen

C. Barcode reader

D. Camera

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 82
Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

A. Report through proper channels
B. Document the changes
C. Continue to track more evidence
D. Preserve the chain of custody

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
This is the breach of security. You need to report through proper channel to the senior management about this breach. You can report to your supervisor and he/she can report to higher authorities for further investigation.

QUESTION 83
Which of the following supports a MAXIMUM frequency of 100MHz?

A. Cat5
B. Cat5e
C. Cat6
D. Cat6a

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 84
A brand new datacenter has been wired with all CAT6a wiring. A technician has been tasked to immediately install and boot up an already configured mission critical file server. Prior to turning the server on, the technician realizes that they had brought CAT5e patch cords by mistake. Which of the following should the technician do?

A. Install the CAT5e cable, boot the server and then return and replace it later.
B. Inform the customer and recommend temporarily using the CAT5e cable.
C. Install the CAT5e cable, document the installation and leave the premises.
D. Inform the customer that the server will be available as soon as a CAT6a cable is acquired.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 85
Which of the following helps law enforcement show accountability for evidence as it was gathered?

A. Drive hashing
B. Chain of custody
C. Drive image creation
D. Court subpoena

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 86
A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following MUST the technician know in order to add the printer to the environment?

A. IP address of the printer

B. MAC address of the printer

C. Subnet mask of the network

D. Firmware version of the printer

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 87
A technician has been asked to install a printer on a Windows XP machine. Through which of the following Control Panel utilities will the technician install the printer?

A. Printers and Devices

B. Devices and Printers

C. Printers and Faxes

D. Devices

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_win dow

QUESTION 88
A technician has been asked to share a laser printer amongst the users in an HR workgroup.
The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

A. 802.11x

B. PAN

C. USB

D. Infrared (IR)

Correct Answer: A

QUESTION 89
A technician has been asked to identify the unknown network addresses from a series of printers attached to the network via external hardware printer servers. Which of the following will provide the technician with the necessary information?

A. Performing a device self test print page from each printer
B. Performing a device print page from each print server
C. Performing a device factory reset on each print server
D. Performing a PING of each device address without the FQDN

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 90
RAID 5 requires a minimum of how many hard drives?

A. 1
B. 2
C. 3
D. 4

Correct Answer: C
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 91
When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

A. Availability of compatible power connectors
B. Adequate hard drive capacity
C. Correct CPU clock speeds
D. Correct Master/Slave jumper settings
E. Proper orientation of the data cable

Correct Answer: AE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 92
A laser multi-function device in an office is able to scan documents, but users are reporting that when they try to make copies they receive an error. Which of the following troubleshooting steps should a technician try FIRST?

A. Apply a new preventative maintenance kit.
B. Ensure the MFD is connected and on the network.
C. Replace all empty ink cartridges in the MFD.
D. Check the toner level to see if it is low.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 93
When installing a laptop at a desk that will be using stationary dual monitors, which of the following ports should be used? (Select TWO).

A. VGA
B. IEEE 1394
C. PCIe
D. PCMCIA
E. ExpressPort
F. HDMI

Correct Answer: AF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 94
Which of the following is the maximum throughput of a USB 3.0 connection?

A. 800 Mbps
B. 3 Gbps
C. 4.8 Gbps
D. 10 Gbps

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 95
Which of the following types of connectors can use a maximum of 8 strands of wires?

A. RJ-11
B. RS-232
C. RJ-45
D. BNC

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 96
A system board has six slots for memory chips, aligned in two banks. Which of the following is the optimal memory configuration this board supports?

A. Multi Mode
B. Dual Channel
C. Triple Channel
D. Single Channel

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 97
A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would MOST likely be required to facilitate installation?

A. RAID card
B. CNR card
C. Riser card
D. MCA card

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 98
Which of the following network cable types has the longest range?

A. CAT5e

B. Single-mode fiber

C. Multi-mode fiber

D. CAT6

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 99
A technician is asked to repair a broken Ethernet jack in a conference room. Which of the following tools would the technician use when repairing the wall jack?

A. Crimper

B. Toner probe

C. Punchdown tool

D. Multimeter

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 100
A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

A. File and printer sharing

B. Internet connection sharing

C. Enable printer duplexing

D. USB hub

Correct Answer: A
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 101
Which of the following is the MAXIMUM number of 10Mb audio files that a user can store on a CD- RW?

A. 50
B. 70
C. 100
D. 120

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 102
Which of the following connectors provides the capability to pass both analog and digital signals?

A. VGA
B. BNC
C. DVI-I
D. USB 3.0

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 103
A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

A. Replace the print head with OEM replacement.

B. Use a cotton swab and alcohol to clean the print head.
C. Use the printer manufacturer's cleaning kit to clean the print head.
D. Use an industry approved cleaning kit to clean the print rollers.
E. Use the printer manufacturer's cleaning kit to clean the print rollers.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 104
A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

A. Punchdown
B. Loopback plug
C. Multimeter
D. Crimper

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 105
Which of the following devices uses MAC tables to allow multiple computers to access a single network connection?

A. Hub
B. Firewall
C. VoIP
D. Switch

Correct Answer: D
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 106
Which of the following laser printer components will flip the paper to allow for printing on both sides?

A. Paper registration assembly
B. Paper pickup assembly
C. Duplex assembly
D. Image transfer belt

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 107
A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer?

A. Install a manufacturer recommended maintenance kit
B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers
C. Install the fuser and also replace the high voltage power supply
D. Install the fuser as the paper jams were probably also caused by the defective fuser

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 108
Which of the following is used to provide secure file storage to network users only?

A. NAS
B. IMAP
C. SAN
D. SSH

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://searchstorage.techtarget.com/definition/network-attached-storage

QUESTION 109
A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do NEXT to finish the NIC installation?

A. Change the computer and DNS server's IP addresses in the Action Center
B. Use ipconfig to check the current settings and Network Connections to make changes
C. Assign the NIC an APIPA address using ipconfig and the network setup wizard
D. Reboot the computer and configure the necessary network settings in the BIOS

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 110
Which of the following Internet connection types has the HIGHEST latency?

A. WiMAX
B. Satellite
C. Fiber
D. Dial-up

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 111
Which of the following would BEST describe the capabilities of a 64-bit operating system?

A. Capable of managing dual NICs.
B. Capable of effectively managing 1TB SSD.
C. Capable of managing more than 4 displays.
D. Capable of utilizing 128GB RAM.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 112
Joe, a user, wants to modify the fan speed settings on his PC. Which of the following locations allows the fan speed settings to be changed?

A. BIOS
B. Device Manager
C. Motherboard Jumpers
D. Computer Management

Correct Answer: A
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 113
A user has purchased a new touch screen tablet and is reporting that the touch interface is extremely inaccurate and almost unusable. Which of the following actions should a technician take FIRST to resolve the issue?

A. Return the tablet to the manufacturer
B. Give the user a stylus to use
C. Calibrate the touch interface
D. Verify touch interface connectivity inside the screen

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 114
A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed image is always visible?

A. Resolution
B. Lumens
C. Anti-glare filter
D. Bulb life

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 115
A common method of accessing computers remotely that uses port 23 is known as?

A. LDAP
B. RDP
C. Telnet
D. FTP

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://www.speedguide.net/port.php?port=23

QUESTION 116
Which of the following allows for audio and video connections using a single cable?

A. HDMI
B. Parallel
C. DVI-A
D. eSATA

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 117
Which of the following standards is an expansion card slot used only for graphics?

A. PCIe
B. AGP
C. PCI
D. miniPCI

Correct Answer: B

QUESTION 118
A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

A. Prepare a hot spare in preparation for the next repair
B. Document all of the services provided
C. Communicate the status of the repair with the CEO
D. Offer other repair options if they are available

Correct Answer: C

QUESTION 119
Modern laptop screens are much brighter because of advances in which of the following technologies?

A. LED
B. Batteries
C. Inverter
D. Plasma

Correct Answer: A

QUESTION 120
A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

A. Software only

B. Bluetooth

C. Function keys

D. WiFi switch

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 121
A technician wants to simplify users' wireless configuration in a new remote office. Which of the following must be configured on the access point to allow wireless clients to automatically negotiate secure authentication with the SOHO access point?

A. Enable QoS

B. Enable SSID Broadcast

C. Enable WPS

D. Enable MAC filtering

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 122
Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

A. Hyperthreading

B. Intel SSE3

C. L2 Cache

D. S.M.A.R.T.

Correct Answer: A

QUESTION 123
Which of the following cable types designates that it can safely be run through a drop ceiling?

A. STP
B. Plenum
C. CAT5e
D. UTP

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 124
A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

A. SATA
B. SCSI
C. USB
D. EIDE

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/SCSI

QUESTION 125

By default, which of the following ports is used for SMTP?

A. 21
B. 25
C. 110
D. 143

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 126
A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

A. Ring
B. Bus
C. Mesh
D. Star

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 127
Joe would like an Internet connection that is always on, stable, and not influenced by atmospheric conditions. Which of the following Internet connection types would BEST meet Joe's requirements?

A. Dial-up
B. Mobile Hotspot
C. Satellite
D. Cable

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 128
A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

A. Create an image of the hard drive and store it on a NTFS drive.
B. Remove and secure any HDD from the computer, documenting the process.
C. Store the computer in the server room until it is required.
D. Lock the user out of the computer and let another employee use it until needed.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 129
Which of the following wireless standards operates at 5 GHz and has a maximum speed of 54 Mbps?

A. 802.11a
B. 802.11b
C. 802.11g
D. 802.11n

Correct Answer: A

QUESTION 130
Ann, a user, brings her laptop in and reports that it is no longer charging. Additionally, the laptop can no longer stay powered on even when plugged in. Which of the following hardware components is MOST likely in need of replacement?

A. Hard drive
B. Memory modules
C. System fan
D. Wireless card
E. System board

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 131
Joe, a user, has a new slim profile laptop and is in need of additional USB ports. He has also requested FireWire connection capabilities which his laptop does not provide. Which of the following would BEST fit the specifications Joe has provided?

A. A docking station
B. An external USB hub
C. A USB to FireWire converter
D. A cable lock

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 132
Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

A. Inventory spreadsheet
B. MSDS
C. Project management plan
D. EULA

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 133
Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

A. 254
B. 65 Thousand
C. 16.3 Million
D. 340 Trillion

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 134
Which of the following is an advantage of an IPv6 network?

A. Virtually unlimited number of network addresses
B. Backwards compatible with all network devices and operating systems
C. Less security concerns
D. Higher available speed

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 135
Which of the following connection types is capable of transmissions speeds up 100 Gbps?

A. Fiber
B. Coaxial
C. Infrared
D. DSL

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 136
Which of the following wireless transmission methods requires line of sight?

A. Infrared
B. RFID
C. 802.11a
D. Bluetooth

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation:
http://electronics.howstuffworks.com/remote-control2.htm

QUESTION 137

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

A. Security breaches
B. Electrical shock
C. Chemical burns
D. Equipment theft

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 138
A user has a CAD / CAM workstation that is to be reconfigured into a Gaming PC. Which of the following would be the EASIEST and MOST effective upgrade?

A. Add better Sound Card
B. Install a TV Tuner
C. Add additional L2 cache
D. Install USB 3.0 Card

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 139
Which of the following would be used to connect two remote sites?

A. Switch
B. Access point
C. Router
D. Hub

Correct Answer: C

QUESTION 140
A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

A. Keyboard filters
B. Privacy filters
C. Screensavers
D. Secure display drivers

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 141
Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

A. CAT5e
B. CAT3
C. Fiber
D. RG-6

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 142
A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select TWO)

A. Cooling fans
B. RAM
C. Number of CPU cores
D. Storage space E. PCIe slots

Correct Answer: BC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 143
Older video cards used S-video to output to a TV. This standard has been replaced by:

A. FireWire.
B. SCSI.
C. coaxial.
D. HDMI.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 144
Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

A. Use non-technical terms.
B. Use the appropriate acronyms.
C. Use proper technical terms.
D. Use email to ensure a written record.

Correct Answer: A
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 145
Most notebook PCs have their WiFi antenna located in the:

A. LCD.
B. WiFi card.
C. I/O area.
D. top cover.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 146
Which of the following displays has the HIGHEST Hz frequency?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 147
Which of the following devices can be used to merge traffic between two different network topologies?

A. Hub
B. Bridge
C. Switch
D. Access point

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 148
A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the MOST likely cause of the issue?

A. The display is defective and needs to be replaced.
B. The SATA controller is disabled in the BIOS.
C. The PCIe 6-pin power cable is not connected to the high-end video card.
D. The CPU is not powerful enough to provide adequate speed to the system.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 149
Which of the following RAM types is used if it is labeled as 4 GB PC1333?

A. RAMBUS
B. DDR3

C. SDIMM

D. SIM

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 150
Which of the following versions of Windows XP would a technician MOST likely install for a small business?

A. Windows XP Professional 64-bit

B. Windows XP Professional

C. Windows XP Media Center

D. Windows XP Home

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 151
Which of the following is the subnet mask for a Class A IP address?

A. 127.0.0.1

B. 255.0.0.0

C. 255.255.255.0

D. 255.255.255.254

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 152
Which of the following BEST explains how the data rate is doubled in DDR RAM?

A. CPU clock speed is doubled
B. Uses 64-bit instead of 32-bit architecture
C. Memory clock speed is doubled
D. Data transfer on both clock edges

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 153
A technician is building a custom gaming computer. Which of the following is the FASTEST memory the technician can use?

A. DDR2 CAS7
B. DDR3 CAS9
C. DDR3 CAS10
D. DDR3 CAS11

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 154
A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

A. 3 Core
B. 4 Core
C. 8 Core
D. 12 Core

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 155
An older laptop does not have Wi-Fi capability but has some rectangular slots on its side. Which of the following is the port that would take a Wi-Fi card in this laptop?

A. SODIMM
B. PCMCIA
C. SD
D. Compact flash

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 156
A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

A. It will not install correctly, and the PCI slot is already being used by the video card.
B. It will install correctly to the PCI Express slot onto the motherboard. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.
C. It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.
D. It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 157
A user is trying to use Remote Desktop to connect to another computer on the LAN. The connection fails. The technician opens up a command prompt and types the following "telnet computername 3389" and also gets the same error message. Which of the following is the MOST likely cause of this error, assuming that the OS firewall has been disabled?

A. The antivirus software is blocking the incoming connection.
B. The ISP is blocking Remote Desktop at their end.
C. The RDP connection has been configured to use a non-standard port.
D. The telnet service has not been installed.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 158
Which of the following is the standard sequence of wire color in a RJ-11 phone line?

A. Green, Black, Yellow, Red
B. Black, Red, Green, Yellow
C. Yellow, Black, Red, Green
D. Red, Black, Green, Yellow

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 159
A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

A. 22
B. 443
C. 3389
D. 8080

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 160
Which of the following should a technician do NEXT after reporting an incident?

A. Delete the content
B. Confiscate the PC
C. Go back to work
D. Document the incident

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 161
Which of the following MUST be configured when trying to start a machine with a DVD?

A. TPM
B. Virtualization support
C. BIOS security
D. Boot order

Correct Answer: D

QUESTION 162
After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the MOST likely reason?

A. The network cable is disconnected
B. The PS/2 connectors are switched
C. The USB connectors are switched
D. The hard drive is unplugged

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 163
Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

A. HDMI
B. DVI-D
C. S-Video
D. DVI-I

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 164
Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

A. PCI Express RAID card
B. PCI Express video card
C. PCI Express FireWire card
D. PCI Express LAN card

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 165
To configure two drives for MAXIMUM performance, which of the following RAID types should be used?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 166
Which of the following panel types would allow for the THINNEST possible display monitor?

A. LED
B. CRT
C. DLP
D. Plasma

Correct Answer: A
Section: Mix Questions
Explanation

QUESTION 167
A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

A. Triple channel memory
B. MIDI sound card
C. Socket 1156 motherboard
D. Onboard graphics
E. Socket 1366 CPU

Correct Answer: AE
Section: Mix Questions
Explanation

QUESTION 168
Which of the following devices transmits data to all ports regardless of final destination?

A. Firewall
B. Router
C. Switch
D. Hub

Correct Answer: D
Section: Mix Questions
Explanation

QUESTION 169
Which of the following uses a single connector to deliver both video and audio?

A. DVI
B. Serial
C. VGA
D. HDMI

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 170
Which of the following expansion slots uses a serial connection?

A. PCI
B. PCI-X
C. PCIe
D. AGP

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 171
Which of the following would allow for multiple computers to share a display and input devices?

A. AGP video adapter
B. KVM switch
C. Portable TDR
D. PCI video adapter

Correct Answer: B
Section: Mix Questions
Explanation

QUESTION 172
Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

A. Two 500 GB SATA2 hard drives used in a JBOD array
B. Two 500 GB SATA2 hard drives in a hardware RAID 0
C. Two 500 GB SATA2 hard drives in a hardware RAID 1
D. Two 500 GB SATA2 hard drives in a software RAID 0

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 173
A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

A. Update the BIOS for compatibility.
B. Put on an ESD strap.
C. Use an ant-static bag to hold the RAM while installing.
D. Clean out the PC with compressed air.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 174
When installing multiple SCSI drives in a system, which of the following is correct?

A. All drives must have the same SCSI ID.
B. Drives will be automatically assigned an ID by the controller.
C. Drives in the same RAID array must have the same SCSI ID.
D. Each drive must have a different SCSI ID.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 175
Which of the following would be the MOST important factor to consider when building a virtualization workstation?

A. High-end graphics card with onboard memory
B. A compact form factor
C. Dual monitor support
D. Maximum RAM and CPU cores

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 176
Which of the following are standard AMD processor socket types? (Select TWO).

A. 1366
B. 1155

C. 940
D. LGA
E. F

Correct Answer: CE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 177
Which of the following is the form factor of a standard Parallel connector?

A. DB-9
B. DB-15
C. DB-25
D. DIN-6

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 178
A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

A. The TV cable is connected to the FM/AM input.
B. The TV tuner card does not support HD channels.
C. The TV tuner card is not properly seated.
D. The cable signal is too weak.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 179
Which of the following technologies is responsible for communication with the CPU?

A. eSATA
B. PCI express
C. Southbridge
D. Northbridge

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 180
On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

A. Additional power to onboard devices
B. Additional power to PCIx peripheral cards
C. Additional power to the South Bridge
D. Additional power to the CPU voltage regulator

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 181
Jot, a user, has installed a new monitor on an existing system. Jot calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?

A. The display resolution needs to match the native resolution.
B. The old graphics card does not support the new monitor.
C. The new monitor cable needs to have aluminum cores installed.

D. The new monitor requires updated drivers to be installed.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 182
Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

A. The operating system must be upgraded to Windows Ultimate.
B. Flash the system's motherboard CMOS.
C. Upgrade to the latest Windows Media Player.
D. Install the manufacture's drivers for the OS.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 183
Which of the following external ports would a technician use to connect a keyboard? (Select TWO).

A. eSATA
B. IEEE 1394
C. USB
D. PS/2
E. VGA

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 184
A technician has 2GB of data that needs to be backed up from a customer's Windows 7 computer. Which of the following storage media should the technician use?

A. DVD-RW
B. CD-RW
C. DVD-ROM
D. CD-ROM

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 185
Which of the following adapter types uses a 7-pin cable to transmit video signals?

A. RGB
B. S-Video
C. HDMI
D. DVI

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference: