

## 220-901.exam.201q

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**220-901**

### CompTIA A+ Certification Exam

#### **Sections**

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

## Exam A

### QUESTION 1

A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?



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- A. One of the pins on the VGA cable was damaged.
- B. The monitor did not natively support VGA input.
- C. The PC was originally configured to output to HDMI.
- D. The video card drivers were out of date.

**Correct Answer:** A

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

### QUESTION 2

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A. Install the latest drivers from the hardware vendor.
- B. Perform a scan of the drive for file fragmentation.
- C. Run chkdsk on the workstation's hard drive.
- D. Reformat the drive and reinstall the OS.

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 3**

A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

- A. The video card has 3D acceleration disabled.
- B. The hard drive is IDE instead of SATA.
- C. The hard drive needs to be repartitioned.
- D. The PSU is underpowered for the system.

**Correct Answer: D**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 4**

A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

- A. Move the printer to a known good port and connect to the network
- B. Replace the network cable to the printer
- C. Verify the server's print spooler service is running
- D. Attach the printer directly to the laptop and print a test page

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

- A. The source cable is disconnected
- B. The monitor's brightness is set too low
- C. The backlighting of the monitor is faulty
- D. The monitor's contrast is set too high
- E. No device is sending source video

**Correct Answer:** AE

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

The loud clicking noise coming from a faulty hard drive is MOST likely created by:

- A. the coil reversing polarity in an endless loop.
- B. one or more bad spindle motor bearings.
- C. repeated motion of the read/write head armature parallel to the platter.
- D. the solid state read/write head scratching the platter surface.

**Correct Answer:** C

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

- A. Slow transfer speeds
- B. IP address conflict
- C. Incorrect gateway
- D. Packet collisions

**Correct Answer:** B

**Section: Hardware NetTroubleshooting****Explanation****Explanation/Reference:****QUESTION 8**

Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

- A. Remove the laptop bezel
- B. Document and label each cable and screw location
- C. Organize the replacement parts
- D. Refer to the manufacturer's documentation

**Correct Answer: D**

**Section: Hardware NetTroubleshooting****Explanation****Explanation/Reference:****QUESTION 9**

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A. Adjust the mouse settings so the mouse moves slower
- B. Reverse the buttons on the mouse pad
- C. Adjust the mouse settings so the mouse moves faster
- D. Use the function keys to disable the mouse pad

**Correct Answer: D**

**Section: Hardware NetTroubleshooting****Explanation****Explanation/Reference:****QUESTION 10**

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?



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- A. Replace the printer's network cable
- B. Modify the security setting of the print spooler
- C. Restart the TCP/IP print spooler service
- D. Use the manufacturer's maintenance kit

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### QUESTION 11

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

- A. a failing backlight.
- B. burn in.
- C. a bad inverter.
- D. dead pixels.
- E. EMI.

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### QUESTION 12

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the

common areas have Internet connectivity. Which of the following is the MOST likely cause?

- A. Weak RF signals
- B. Out of date Ethernet driver
- C. Enabled MAC filtering
- D. Duplicate IP addresses

**Correct Answer: A**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

### **QUESTION 13**

After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executive's laptop. The projector shows a message that reads "No video signal". Which of the following is the FIRST thing that the technician should do?

- A. Adjust the laptop's screen brightness
- B. Replace the projector's bulb
- C. Verify the VGA cable is connected
- D. Ensure secondary display is enabled

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

### **QUESTION 14**

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

- A. Replace monitor.
- B. Replace video card.
- C. Replace video cable.
- D. Replace power supply.

**Correct Answer:** A

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

- A. nbtstat
- B. tracert
- C. nslookup
- D. netstat

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

- A. format
- B. defrag
- C. bootrec
- D. chkdsk

**Correct Answer:** A

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**



**QUESTION 17**

A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

- A. Loop back plug
- B. POST card
- C. Power supply tester
- D. Multimeter

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A. Update drivers
- B. Reseat the video card
- C. Use OSD tools
- D. Replace the monitor

**Correct Answer:** C

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?



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- A. Failed Operating System
- B. Faulty mouse
- C. Faulty CPU
- D. Not enough memory

**Correct Answer:** D

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

- A. The boot CD has failed and needs to be replaced.
- B. The hard drive needs to have its configuration manually defined in the BIOS.
- C. The PC's power supply is not providing enough power to the new hard drive.
- D. The hard drive has not been partitioned correctly.

**Correct Answer:** D

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.

D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

**Correct Answer: B**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

- A. Remove any stuck labels from the paper path
- B. Clean the pickup rollers and check them for wear
- C. Clean the print head with approved materials
- D. Replace and realign the print head

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

- A. The workstation battery needs to be replaced.
- B. The NIC is functioning intermittently.
- C. Failed driver updates for the workstation's devices.
- D. The surge protector lost AC power.

**Correct Answer:** D

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

- A. Poor paper quality
- B. Incorrect paper size
- C. Defective duplexer
- D. Worn feed rollers

**Correct Answer:** D

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to resolve the problem?

- A. Reseat the drive cable in the array.
- B. Replace the RAID controller.

- C. Replace the faulty drive in the array.
- D. Reinstall the RAID drivers.

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

- A. DHCP
- B. IPv6
- C. DMZ
- D. SSID

**Correct Answer: D**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 28**

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A. Controller firmware
- B. Power requirements
- C. File system type
- D. System BIOS

**Correct Answer: A**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

A customer states that when booting up the workstation, there is a message that says “no operating system detected”; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

- A. Reinstall the operating system to reinstall the hardware drivers.
- B. Modify the boot.ini within the operating system.
- C. Modify the boot sequence within the UEFI.
- D. Disable the TPM chip to turn off data encryption.

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer's smartphone?



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- A. RFID
- B. IMSI
- C. NFC chip
- D. Bluetooth

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity of 750MB?

- A. USB drive
- B. DVD-R
- C. Blu-Ray
- D. CD-R

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

A technician is building a workstation that will only be used to connect remotely to a server. Which of the following types of PC configurations is BEST suited for this task?

- A. Thin client
- B. Home server PC
- C. CAD workstation
- D. AV workstation

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 33**

A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve the issue?

- A. Disable SSID broadcast

- B. Setup UPnP
- C. Enable QoS
- D. Configure DMZ

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 34**

A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?

- A. Configure a guest wireless network
- B. Implement a DMZ
- C. Disable NAT on the wireless network
- D. Disable the SSID
- E. Assign static IPs for all devices

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 35**

Which of the following types of media connectors carries digital video as well as audio?

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

**Correct Answer:** C

**Section:** Mix Questions



**Explanation**

**Explanation/Reference:**

**QUESTION 36**

Which of the following is a type of fiber connector?

- A. RJ-11
- B. F-connector
- C. BNC
- D. ST

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

Which of the following ports is used when accessing a website with SSL encryption?

- A. 22
- B. 80
- C. 110
- D. 443

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

- A. Light Emitting Diode

- B. In-Plane Switching
- C. Plasma
- D. Twisted Nematic
- E. Cold Cathode Fluorescent Lamp

**Correct Answer:** AB

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 39**

A user wants to enable hands-free for a smartphone in a car. Which of the following needs to be performed?

- A. Enable WiFi
- B. Driver installation
- C. Device pairing
- D. Enable NFC

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 40**

A client, Joe, has reported issues with the back cover of his company-issued smartphone. Joe stated that it seems to either come off on its own, or will not seat properly on the phone. Which of the following is MOST likely the problem?



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- A. The MicroSD card is not installed properly.
- B. The battery needs to be replaced.

- C. The charging port is bent.
- D. The smartphone has a non-OEM cover.

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

A customer wants to copy a database that is 97GB in size for multiple uses. Which of the following format specifications should the customer use?

- A. BD – RE DL
- B. BDXL
- C. BD – RE
- D. BD-R

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 42**

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

- A. NAT
- B. DMZ
- C. PAT
- D. DHCP

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

- A. Replace the failed drives and restore the data from backup to the RAID.
- B. Replace one of the failed drives and run the RAID repair.
- C. Replace the failed drives and format the RAID using the quick option.
- D. Replace one of the failed drives and repair the RAID using system utilities.

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

- A. Multi-window
- B. Air view
- C. Air browse
- D. Screen mirroring

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

A network technician connects a tone generator to an RJ-45 drop. Which of the following is the MOST likely reason for doing this?

- A. To validate proper wiring of the network jack
- B. To confirm continuity of the conductors
- C. To locate the position of the cable on a patch panel
- D. To test the transmission quality of the connection

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

- A. Collate
- B. Duplex
- C. Fast draft
- D. Paper type

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 47**

A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

- A. Serial
- B. Ethernet
- C. USB
- D. eSATA

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 48**

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

- A. The motherboard for any sign of swollen capacitors
- B. The disk drive to determine if it is defragmented and operating properly
- C. The embedded NIC to ensure it has the latest firmware and drivers
- D. The RAM to confirm it is the correct type for the motherboard being used

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?

- A. Print spooler
- B. Fuser
- C. Rollers
- D. Maintenance kit

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

- A. The printer needs a maintenance kit installed
- B. The network cable on the printer is unplugged
- C. The workstation has the incorrect drivers installed
- D. The employee does not have the proper permissions

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

- A. Disable the touch pad on the laptop
- B. Install new keyboard drivers for the laptop
- C. Install new drivers for the docking station
- D. Disable the keyboard on the laptop

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

Ann, a user, wants to host a gaming server on her SOHO network. Which of the following features on the SOHO router would need to be configured?

- A. Channels
- B. DHCP
- C. Port forwarding
- D. Firmware

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?



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- A. Use a multimeter to test voltage.
- B. Replace the laptop with a new one.
- C. Replace the battery.
- D. Connect an external display device.

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 54**

A customer wants to connect a laptop to a mobile device's Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

- A. IR
- B. NFC
- C. Hotspot
- D. Lightning

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly



on that device. Which of the following device types does the customer have?

- A. Mac
- B. Thick client
- C. Thin client
- D. Phablet

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 56**

Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

- A. NFC
- B. Bluetooth
- C. WiFi
- D. Cellular

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 57**

A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

- A. Use data encryption.
- B. Use a cable lock.
- C. Use multifactor authentication.
- D. Use a strong password.

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

- A. Denatured alcohol
- B. Toner vacuum
- C. Compressed air
- D. Moist towel

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

A technician finds an external hard drive with the markings "IEEE 1394" on it. Which of the following cable types would be needed to view the contents of this drive?

- A. Ethernet
- B. eSATA
- C. FireWire
- D. MicroUSB

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this

requirement?

- A. 4:3
- B. 5:4
- C. 16:9
- D. 256:135

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 61**

The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

- A. WiFi analyzer
- B. Loopback plug
- C. Multimeter
- D. Tone generator

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 62**

A technician is required to connect a new cable to an open port on the patch panel. Which of the following would the technician MOST likely use in this situation?

- A. Loopback tool
- B. Multimeter
- C. Punchdown tool
- D. Toner probe

**Correct Answer: C**  
**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 63**

Which of the following would typically require the use of a punchdown tool to connect a cable to the network switch?

- A. Router
- B. Repeater
- C. Patch panel
- D. PoE injector

**Correct Answer: C**  
**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 64**

A technician is notified of an inkjet printer not printing properly. The user's computer has the printer software loaded and is not displaying any errors. A test print was performed, with one of the colors not printing properly. Which of the following would the technician typically perform FIRST to resolve the issue?

- A. Replace cartridges
- B. Run a cleaning page
- C. Clean heads
- D. Clean fuser assembly

**Correct Answer: C**  
**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 65**

A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstation's NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?



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- A. A multimeter
- B. A tone generator
- C. A cable tester
- D. A punchdown tool

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 66**

A technician is responsible for setting up laptops in a room for a small conference. The laptops need to communicate with each other as well as a workstation in the room. The workstation has a wireless expansion card. A switch is not available for the laptops and they cannot access the corporate network. Which of the following does the technician need to implement?

- A. Adhoc network
- B. Bluetooth network
- C. Serial network
- D. USB network

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 67**

A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

- A. BNC
- B. LC
- C. ST
- D. F

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 68**

A user wants pages 1-5 separated from 6-8 when they are retrieved from the printer. Which of the following settings would the user change in the print job to ensure the pages are separated?

- A. Duplex
- B. Collate
- C. Orientation
- D. Quality

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 69**

A video projector shows the image from a laptop, but everything is colored blue. Which of the following is the MOST likely the cause?

- A. Dead pixels
- B. Video resolution
- C. Failing lamp
- D. VGA connection

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 70**

A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

- A. High-end video, high-end audio, multicore processor
- B. Minimum RAM required, network connectivity, high-end cooling
- C. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
- D. Network connectivity, TV tuner, surround sound audio, dual monitors

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

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:**

#### **QUESTION 72**

Which of the following is an advantage of using static IP addresses for a business?

- A. High availability
- B. Simplifies IP management
- C. Lower security risk
- D. Scalability for upgrades

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 73**

Which of the following is an advantage of UDP over TCP?

- A. It is connection based.
- B. It uses flow control.
- C. It transfers packets faster.
- D. It uses connection handshakes.

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 74**

A technician has just installed a wireless access point in a customer's home office. While testing the network and browsing the Internet, the technician finds that the connection is not stable, speeds are slow, and websites sometimes do not load. Which of the following should the technician do FIRST?

- A. Re-enable the broadcasting of the access point's SSID so it is visible to mobile devices.
- B. Use a WiFi analyzer to ensure neighboring networks are not using the same channel.
- C. Reconfigure network devices to use static IPs instead of DHCP-assigned addresses.
- D. Change the signal encryption from WPA2 to WEP to ease transmission overhead.

**Correct Answer: B**



**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 75**

Which of the following features is an advantage of a switch over a hub?

- A. A switch routes packets instead of frames to different networks.
- B. A switch divides bandwidth among connected devices.
- C. A switch broadcasts the data frames to every connected device.
- D. A switch sends data frames to the correct connected device.

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 76**

Which of the following is used to facilitate communications with a user's smartphone in order to make purchases and payments by proximity?

- A. Bluetooth
- B. IR
- C. NFC
- D. WPS

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

A technician needs to boot a PC from a USB drive. Which of the following settings should be disabled to accomplish this task?



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- A. Fast Boot
- B. UEFI Admin Password
- C. Secure Boot
- D. Legacy Boot

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

Which of the following connectors can be used for video, audio, and storage devices?

- A. DVI
- B. DisplayPort
- C. HDMI
- D. Thunderbolt

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

A company wants to conserve paper without limiting the ability to print. Which of the following settings needs to be configured?

- A. Orientation
- B. Duplex

- C. Collate
- D. Quality

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 80**

Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

- A. Proxy
- B. Switch
- C. Firewall
- D. Router

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 81**

An IT manager needs to install a large display in a front office area with a lot of natural light. Which of the following display technologies will BEST satisfy the requirements of the design plan?

- A. CRT
- B. CCFL LCD
- C. IPS LCD
- D. LED LCD

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 82**

An employee wants to work more efficiently from home. The IT manager suggests the employee consider purchasing a device that will allow use of monitor and input devices with the work laptop. Which of the following devices is MOST suitable for this purpose?

- A. Docking station
- B. Set-top box
- C. KVM switch
- D. USB hub

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 83**

A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

- A. VPN passthrough
- B. QoS
- C. Static IPs
- D. Port forwarding

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 84**

Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

- A. Fitness monitor
- B. e-Reader

- C. Smartwatch
- D. Smartphone

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 85**

A user has received an error message when connecting to the wireless network. The error indicates the IP address being used by the user's system is already in use. A DHCP server is used on the network. After having the user disconnect from the wireless network, the technician is still able to ping the user's IP address. Which of the following is MOST likely the cause?

- A. The user has a statically assigned IP address in the DHCP server scope.
- B. The system's local firewall is blocking SYN/ACK traffic from the DHCP server.
- C. The DHCP server's scope has been exhausted and no additional IP addresses are available.
- D. The user is also connected to the wired network with a LAN cable.

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 86**

After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

- A. Install the correct drivers on the server.
- B. Delete and reconnect to the print queue on the client machine.
- C. Restart the print queues on the print server.
- D. Reinstall the printer drivers on the client desktops.

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 87**

The Chief Executive Officer (CEO) of a company has requested outside access to a server within the company network so that sensitive documents can be worked on from home. Which of the following is the MOST appropriate tool to give the CEO the requested access?

- A. VNC
- B. Port forwarding
- C. Port triggering
- D. VPN

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 88**

A user reports the cursor jumps around when typing in documents on a new laptop. Which of the following is MOST likely causing the issue?

- A. Touchpad settings
- B. Screen calibration
- C. Incompatible software
- D. Unsigned hardware

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 89**

A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?



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- A. Port forwarding
- B. Port redundancy
- C. Port triggering
- D. Port selection

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 90**

Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

- A. SNMP
- B. NNTP
- C. DHCP
- D. WLAN

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 91**

A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

- A. Place server in DMZ.
- B. Change DHCP settings.
- C. Enable port forwarding.
- D. Adjust QoS settings.

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 92**

A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

- A. DSL
- B. QoS
- C. VNC
- D. WAN

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 93**

A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

- A. Install firmware updates
- B. Run Windows updates
- C. Perform RPM updates
- D. Use apt-get for updates

**Correct Answer: A**

**Section: Mix Questions**



**Explanation****Explanation/Reference:****QUESTION 94**

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 95**

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**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 96**

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 97**

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 98**

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 99**

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 100**

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 101**

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?



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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 102**

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.


Family Room


Home Office


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

Family Room

Home Office

Drive Slot

Memory Slot

CPU Slot

Graphics Card Slot

Peripherals Slot

External Display

Memory Slot

CPU Slot

Graphics Card Slot


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

Home Office

CPU Slot

Dual Core  
64-bit  
3GHz CPU

Memory Slot

4 GB  
Memory

Graphics Card Slot

HDMI Graphics Card

Peripherals Slot

Card Reader

Drive Slot

Blu-Ray Drive

External Display

Large TV Display

Family Room

Home Office

CPU Slot

Two 64-bit  
3GHz CPUs

Memory Slot

8 GB  
Memory

Graphics Card Slot

SLI Graphics Card

Peripherals Slot

MultiFunction Device

External Display

**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 103**

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.



### 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 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

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 104**

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 reseal 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 105**

**DRAG DROP**

Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.

**Select and Place:**

Wireless Standard	MAX Speed	
		11Mbps
802.11a		45Mbps
802.11b		54Mbps
802.11g		110Mbps
802.11n		180Mbps
		600Mbps
		1200Mbps

Correct Answer:



Wireless Standard	MAX Speed	
		11Mbps
802.11a	54Mbps	45Mbps
		54Mbps
802.11b	11Mbps	110Mbps
802.11g	54Mbps	180Mbps
802.11n	600Mbps	600Mbps
		1200Mbps

Section: Mix Questions  
Explanation

**Explanation/Reference:**

**QUESTION 106**  
**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 interfere 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 Configuration



Wireless Setup

Network Filter

Administrator Tools

### WIRELESS NETWORK SETTINGS:

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☒

802.11g Only Mode: ☐

### WIRELESS SECURITY MODE:

Security Mode:

### WEP:

Default WEP Key:

WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:





## 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







## 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**

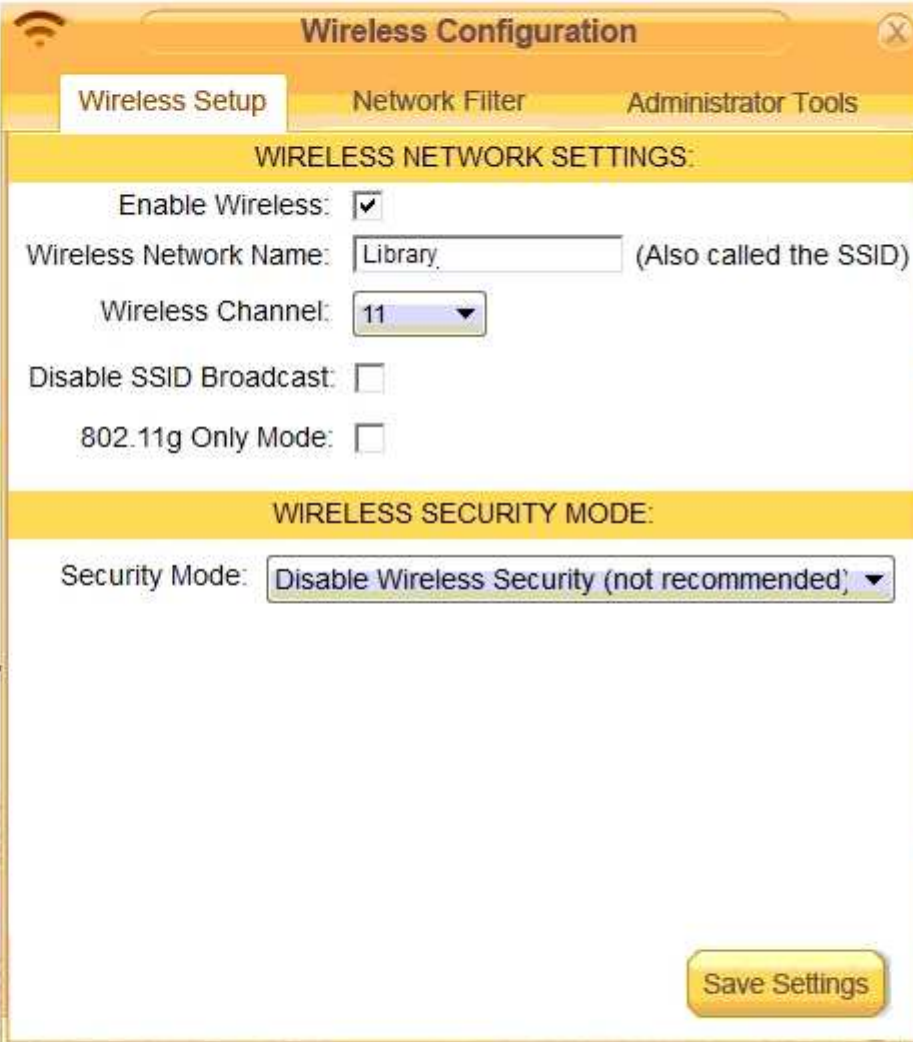
**Explanation/Reference:**



# 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.



The image shows a 'Wireless Configuration' dialog box with a yellow header and three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Wireless Setup' tab is active. It contains two main sections: 'WIRELESS NETWORK SETTINGS' and 'WIRELESS SECURITY MODE'. In the first section, 'Enable Wireless' is checked, 'Wireless Network Name' is 'Library', 'Wireless Channel' is '11', 'Disable SSID Broadcast' is unchecked, and '802.11g Only Mode' is unchecked. In the second section, 'Security Mode' is set to 'Disable Wireless Security (not recommended)'. A 'Save Settings' button is at the bottom right. The background features a stylized map with houses and a large question mark.

**Wireless Configuration**

Wireless Setup   Network Filter   Administrator Tools

**WIRELESS NETWORK SETTINGS:**

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

**WIRELESS SECURITY MODE:**

Security Mode:

Save Settings

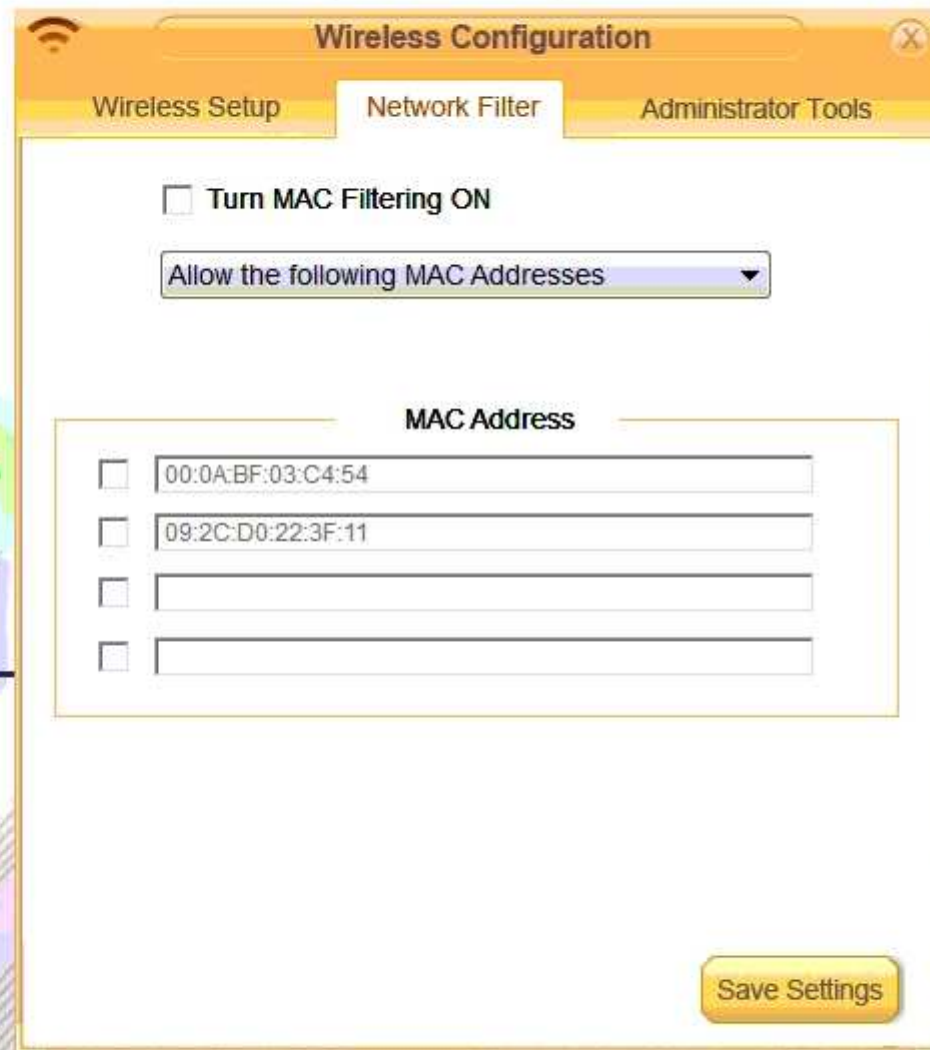
Turn off MAC filtering:



# 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.



The image shows a 'Wireless Configuration' dialog box with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Network Filter' tab is active. It contains a checkbox for 'Turn MAC Filtering ON' which is unchecked. Below it is a dropdown menu labeled 'Allow the following MAC Addresses'. Underneath the dropdown is a section titled 'MAC Address' containing four rows, each with a checkbox and a text input field. The first two rows are pre-filled with the MAC addresses '00:0A:BF:03:C4:54' and '09:2C:D0:22:3F:11'. The last two rows are empty. A 'Save Settings' button is located at the bottom right of the dialog box.

**Wireless Configuration**

Wireless Setup   Network Filter   Administrator Tools

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

**MAC Address**

<input type="checkbox"/>	00:0A:BF:03:C4:54
<input type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

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.



The image shows a 'Wireless Configuration' dialog box with a yellow header and orange tabs. The 'Administrator Tools' tab is selected. Below the tabs is a section titled 'ADMIN PASSWORD' with the instruction 'Please enter the same password into both boxes for confirmation.' There are two text input fields: 'Password:' and 'Verify Password:', both containing the text 'Secure\$1'. A yellow 'Save Settings' button is at the bottom right. The background of the slide features a stylized map with houses and a circuit board pattern.

**Wireless Configuration**

Wireless Setup   Network Filter   **Administrator Tools**

**ADMIN PASSWORD**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

**Save Settings**

**QUESTION 107**

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 108**

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 109**

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 110**

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 111**

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 112**

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 113**

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 114**

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 115**

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 116**

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



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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 117**

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 118**

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 119**

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 120**

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 121**

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 122**

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 123**

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 124**

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 125**

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 126**

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 127**

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 128**

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 129**

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 130**

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 131**

DRAG DROP

Place the appropriate token next to each graphic.



**Select and Place:**

DVI

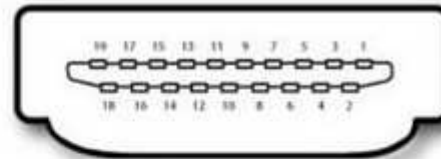
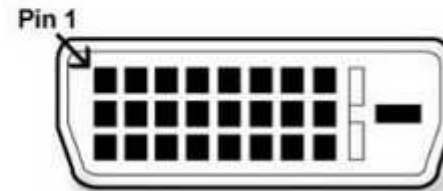
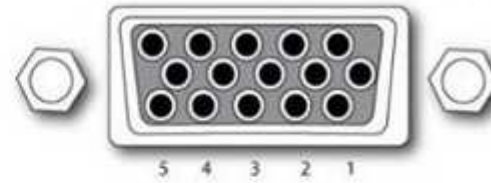
HDMI

Composite

S-video

VGA

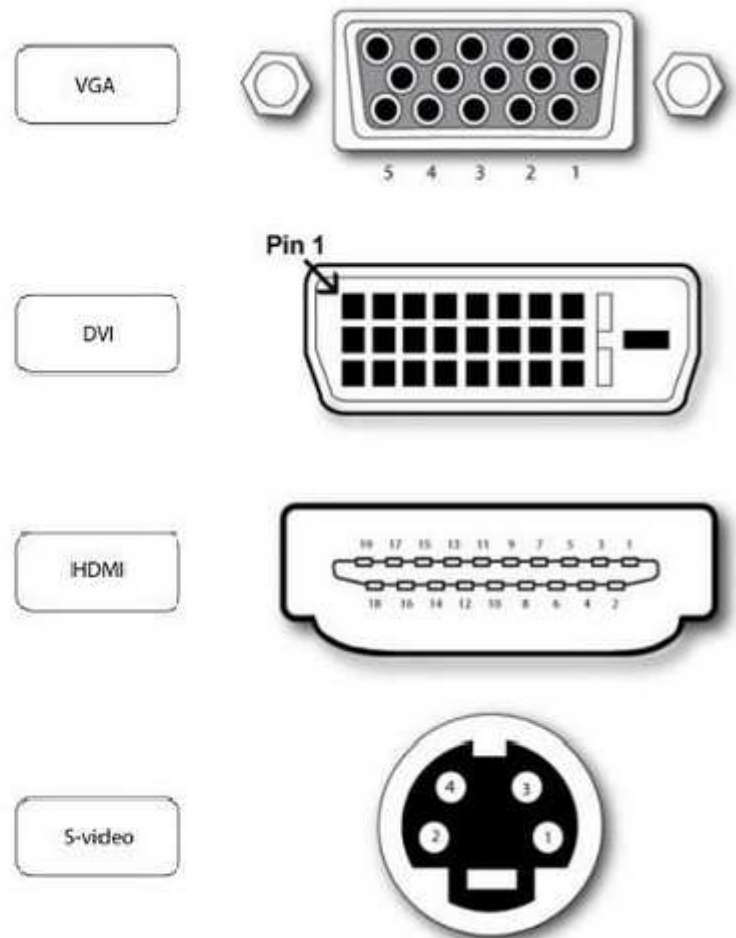
Serial



Correct Answer:

Composite

Serial



Section: Mix Questions  
Explanation

Explanation/Reference:

QUESTION 132  
DRAG DROP



Place the appropriate token next to each graphic.

Select and Place:

	Maximum Distance	Typical Use
Bluetooth	<input type="text"/>	<input type="text"/>
InfraRed	<input type="text"/>	<input type="text"/>
Radio Frequency	<input type="text"/>	<input type="text"/>

100 m

< 100 m

> 1 Km

Cell Phone Headset

Passive Motion Detector

WAP

Correct Answer:

	Maximum Distance	Typical Use
Bluetooth	100 m	Cell Phone Headset
InfraRed	< 100 m	Passive Motion Detector
Radio Frequency	> 1 Km	WAP
<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>		

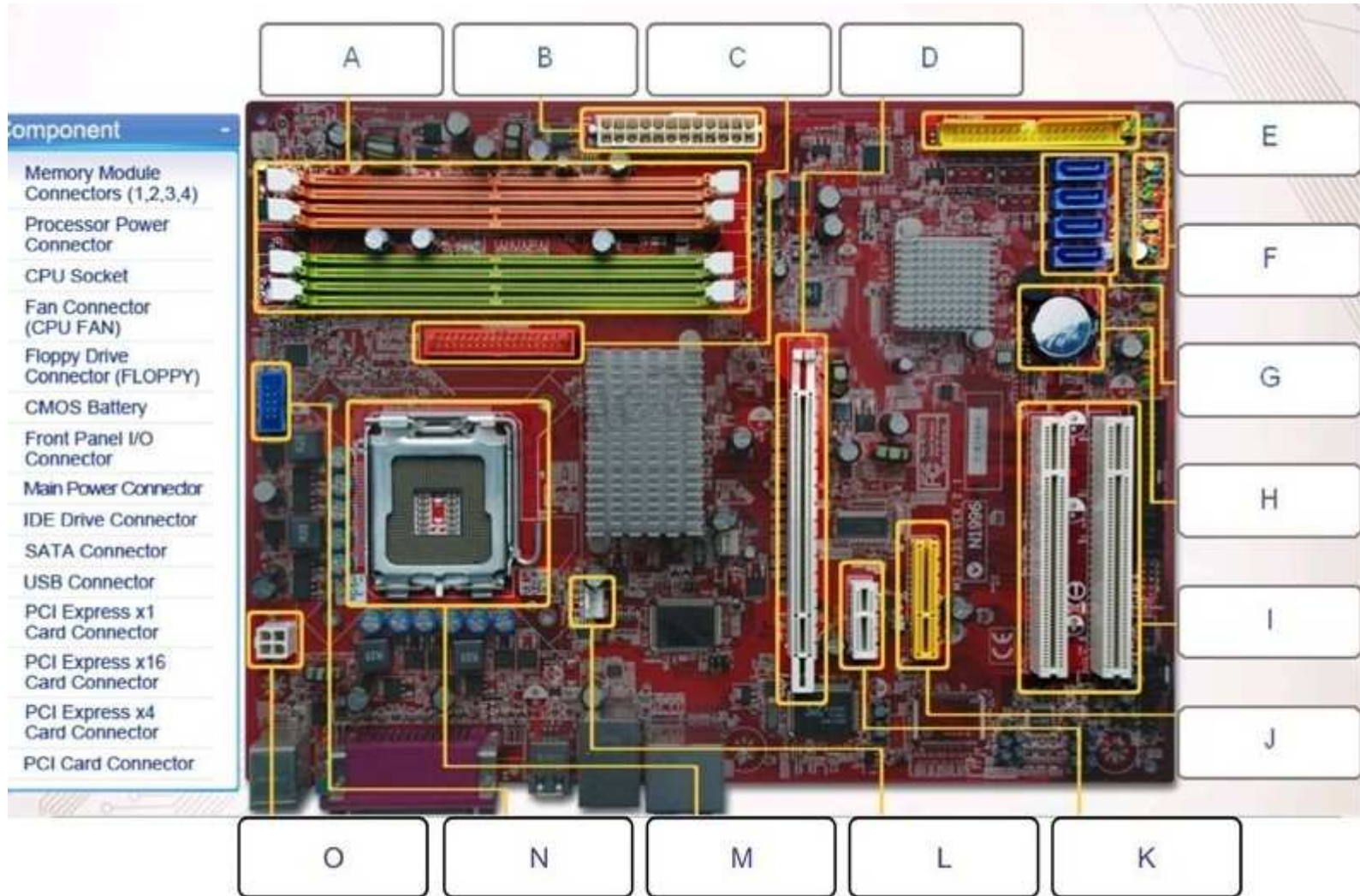
**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

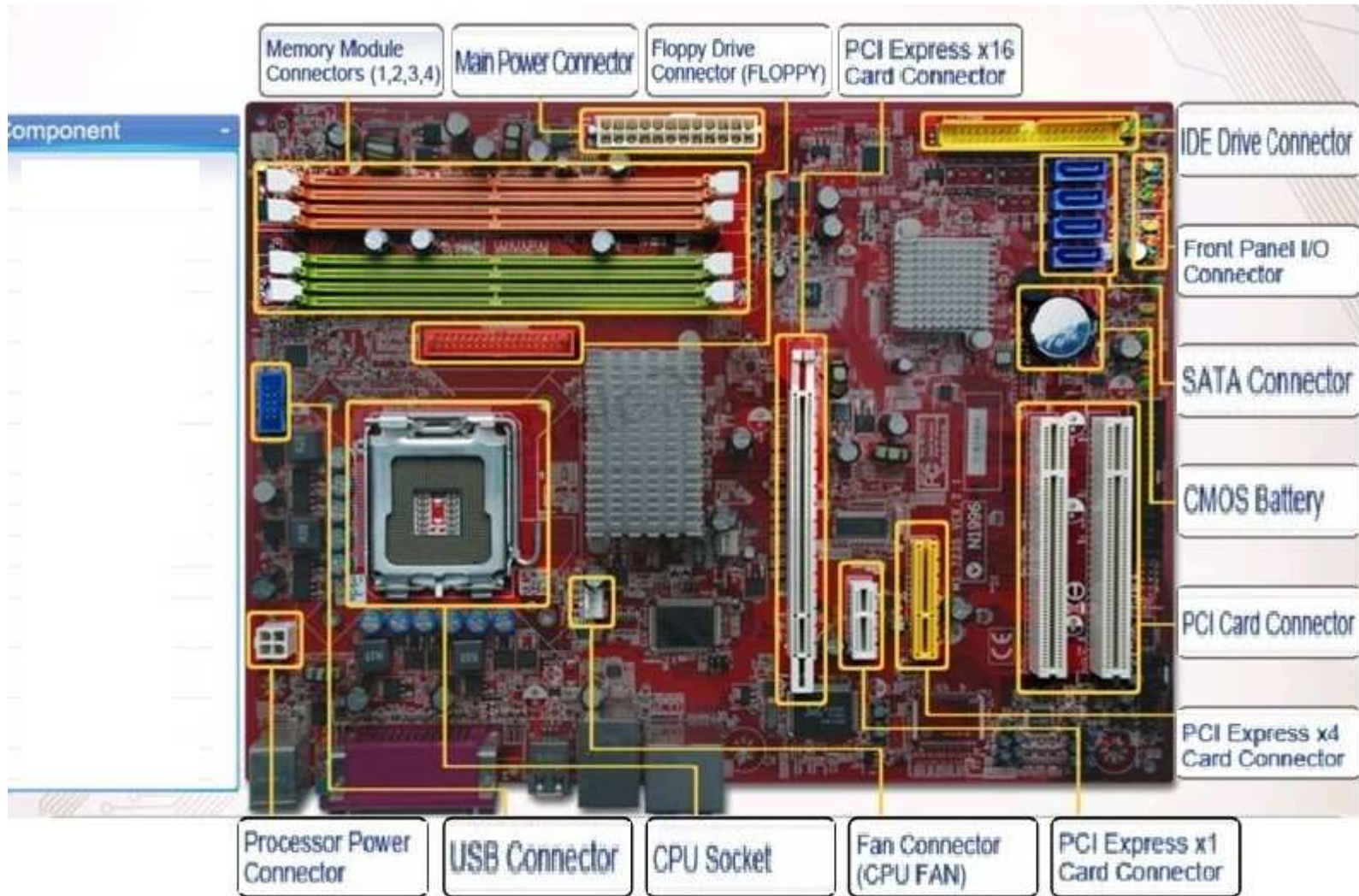
**QUESTION 133**  
 DRAG DROP

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

**Select and Place:**



Correct Answer:



Section: Mix Questions  
Explanation

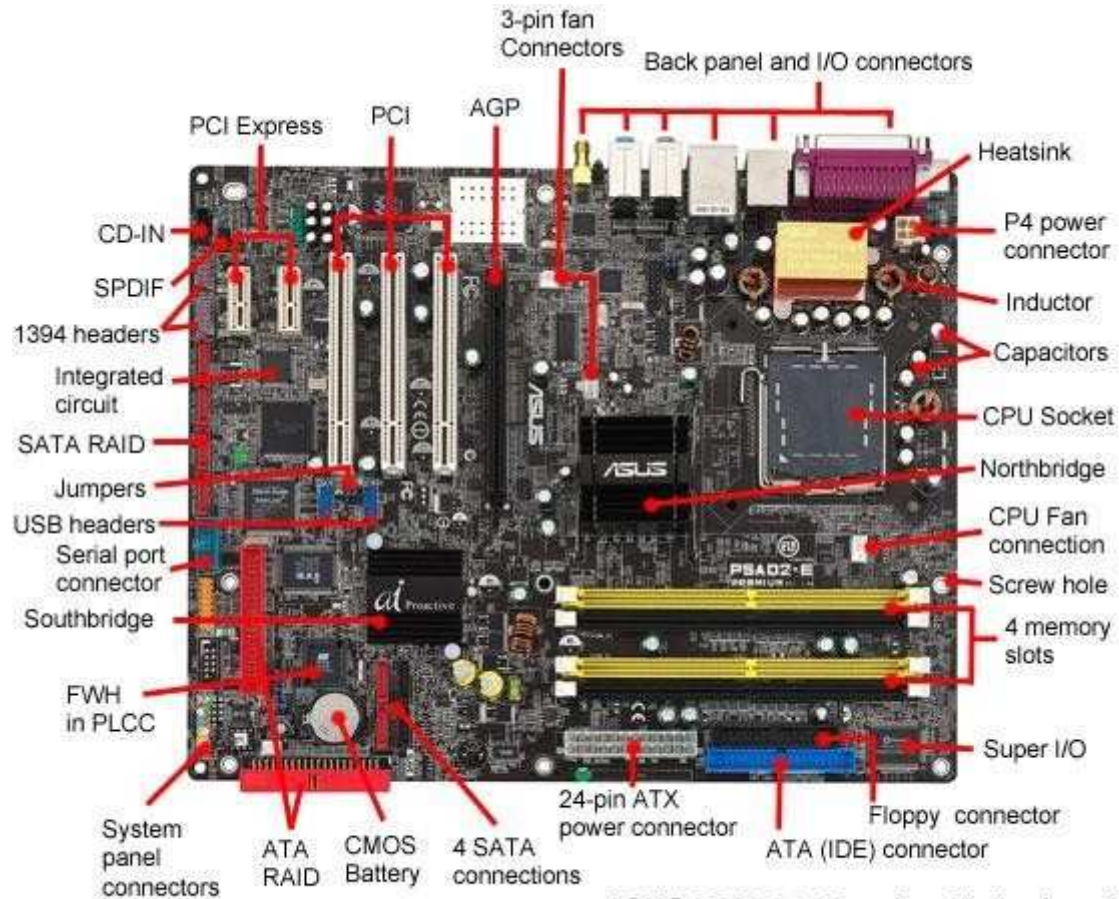
Explanation/Reference:  
Explanation:

- 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>





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

#### QUESTION 134

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		



**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 135**  
**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	<input type="text"/>	None
WEP	<input type="text"/>	RC4
WPA	<input type="text"/>	3DES
WPA-CCMP	<input type="text"/>	AES
		DES

Correct Answer:

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

Section: Mix Questions  
Explanation

Explanation/Reference:

**QUESTION 136**

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 137**

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 138**

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 139**

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 140**

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 141**

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 142**

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 143**

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 144**

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 145**

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 146**

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 147**

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 148**

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 149**

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 150**

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 151**

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 152**

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 153**

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 154**

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 155**

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 156**

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 157**

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 158**

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 159**

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 160**

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 161**

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 162**

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**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 163**

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**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 164**

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**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 165**

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 166

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 167

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?



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- A. Hyperthreading
- B. Intel SSE3
- C. L2 Cache
- D. S.M.A.R.T.

**Correct Answer: A**

**Section: Mix Questions**

### Explanation



**Explanation/Reference:**

**QUESTION 168**

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 169**

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 170**

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 171**

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 172**

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 173**

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 174**

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**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 175**

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 176**

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 177**

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 178**

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 179**

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 180**

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 181**

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 182**

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 183**

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 184**

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

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

**Correct Answer: C**

**Section: Mix Questions**  
**Explanation**

**Explanation/Reference:**

**QUESTION 185**

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



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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 186**

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 187**

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 188**

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 189**

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 190**

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 191**

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 192**

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 193**

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 194**

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 195**

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 196**

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 197**

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 198**

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 199**

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 200**

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 201**

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:**



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