220-901.329q

220-901

CompTIA A+ Certification Exam

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

Exam A

QUESTION 1
Which of the following ports is used for a secure browser connection for an online purchase?

A. 23
B. 80
C. 110
D. 443
E. 3389

Correct Answer: D
Section: Networking
Explanation

Explanation/Reference:

QUESTION 2
Which of the following ports is typically used for sending email?

A. 21
B. 22
C. 23
D. 25

Correct Answer: D
Section: Networking
Explanation

Explanation/Reference:

QUESTION 3
Which of the following connectors are commonly used for fiber optic cables?

A. RJ-11 and RJ-45
B. ST and LC
C. F-connectors
D. BNC

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 4
A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

A. When the machine is using IPv6
B. When the next IP range begins with 169.253
C. When the DHCP server does not respond
D. When the operating system is Unix or Linux

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 5
A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

A. Fiber
B. Coaxial
C. CAT3
D. CAT6

Correct Answer: D
Section: Networking
Explanation

Explanation/Reference:

QUESTION 6
Which of the following is an advantage of using DHCP for network addressing?

A. Simplified configuration
B. More addresses are available
C. Faster connection speeds
D. Lower latency times

Correct Answer: A
Section: Networking
Explanation

Explanation/Reference:

QUESTION 7
A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?

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

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 8
Which of the following devices is BEST to use when designing a SOHO network to ensure the least amount of collisions?

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

Correct Answer: A
Section: Networking
Explanation

Explanation/Reference:

QUESTION 9
Which of the following Internet connection types is a digital form that runs over standard telephone wiring?

A. Fiber
B. Dial-up
C. Cable
D. DSL

Correct Answer: D
Section: Networking
Explanation

Explanation/Reference:

QUESTION 10
The device that allows two different networks to communicate with one another is:

A. a repeater.
B. a hub.
C. a router.
D. an access point.

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 11
A technician is tasked with finding and labeling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?

A. Ethernet cable tester
B. Tone generator and probe
C. RJ-45 loopback plug
D. Patch panel punchdown tool

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 12
Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

A. Wireless NIC
B. CPU
C. RAM
D. Hard drive

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 13
Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?

A. Lightning port
B. Bluetooth adapter
C. USB optical drive
D. NFC chip

Correct Answer: C
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 14
Wearable fitness tracking devices use which of the following technologies to determine user activity levels?

A. Digitizer
B. Gyroscope
C. Accelerometer
D. Inverter

Correct Answer: C
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 15
A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

A. Wall adapter
B. Battery
C. Power supply
D. Digitizer

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 16
A laptop is setup at a podium for a presentation but is set to extended desktop. The presenter would like it to show exactly what the laptop screen is showing. Which of the following would be the QUICKEST way to accomplish this?

A. Look for the setting in control panel
B. Toggle the dual display function key
C. Change the screen orientation
D. Reboot the laptop

Correct Answer: B
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 17
A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

A. Use a USB to RJ-45 dongle
B. Enable Bluetooth
C. Enable NIC teaming
D. Replace the motherboard

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 18
A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?

A. IPS
B. OLED
C. LCD
D. DisplayPort

Correct Answer: B
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 19
Which of the following components is responsible for converting light into digital information?

A. Microphone
B. Digitizer
C. Inverter
D. Webcam

Correct Answer: D
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 20
A customer brings a laptop in for repair, because the screen image is upside down. Which of the following is the BEST solution?

A. Change the screen orientation

B. Replace the video card
C. Connect an external monitor
D. Update the video card drivers

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 21
A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

A. MicroUSB
B. Molex
C. MiniUSB
D. Lightning

Correct Answer: D
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 22
A user reports that the cursor jumps to random screen locations when typing on a laptop computer. Which of the following devices is MOST likely causing this?

A. The touchpad
B. The mouse wheel
C. The multimedia keys
D. The digitizer

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 23
A user has requested a device that could be used for web-conferences while away from work. The device will mainly be used for emailing, document reviewing, and phone calls. Which of the following mobile devices would a technician MOST likely recommend?

A. Tablet
B. Smart camera
C. Phablet
D. Web camera

Correct Answer: C
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 24
A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

A. A tablet
B. An e-Reader
C. A phablet
D. A smart watch

Correct Answer: C
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 25
A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

A. Download a different file from the website

B. Rename the extension of the file to a known extension
C. Verify the MD5 hash of the downloaded file
D. Mount the file as an emulated DVD

Correct Answer: D
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 26
A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

A. Lightning
B. KVM switch
C. USB 3.0
D. Docking station

Correct Answer: D
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 27
A technician is working on a laptop with a failed Ethernet port caused by ESD. Which of the following is the simplest solution to restore network connectivity?

A. Re-solder the network connector
B. Replace the Ethernet daughter board
C. Update the Ethernet driver
D. Enable wireless and connect to the WAP

Correct Answer: D
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 28
When a technician is planning to replace a laptop hard drive, the technician will need to:

A. select a drive that is the correct form factor.
B. choose the correct drive cache size for the laptop.
C. also upgrade the memory.
D. verify voltage requirements.

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 29
A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

A. Backlight
B. Digitizer
C. Inverter
D. Polarizer

Correct Answer: A
Section: Mobile Devices
Explanation

Explanation/Reference:

QUESTION 30
A network technician has been tasked with deploying new VoIP phones on a network. When the technician plugs the Ethernet cable for the phone into the wall port, the phone fails to turn on. When the technician plugs the Ethernet cable directly into the computer, the computer is able to access the network. Which of the following is the MOST likely cause of this issue?

A. The network switch does not support PoE

B. The technician is connecting the phone to the wrong type of port

C. The firewall on the network is blocking access to the DHCP server

D. The Ethernet cable is the wrong type

Correct Answer: A
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 31
A technician cannot communicate with one particular IP address and needs to narrow down where the traffic is stopping. Which of the following commands would be used to determine this?

A. nslookup

B. ipconfig

C. nbtstat

D. ping

E. tracert

Correct Answer: E
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 32
A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

A. Video adapter failure

B. Memory failure

C. Power supply failure

D. CPU failure

Correct Answer: B
Section: Hardware NetTroublshooting

Explanation

Explanation/Reference:

QUESTION 33
A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

A. POST card
B. Loopback plug
C. Multimeter
D. Cable tester

Correct Answer: C
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 34
A user is notified of file system errors on an external hard drive. Which of the following tools can be used to repair common errors on the drive?

A. chkdsk
B. diskpart
C. format
D. sfc

Correct Answer: A
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 35
A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message "Operating system not found". Which of the following is the FIRST thing the technician should inspect?

A. The hard drive type settings in the BIOS
B. The power supply connections to the hard drives
C. The boot sequence settings in the BIOS
D. The motherboard SATA connectors

Correct Answer: C
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 36
An office printer that was working earlier in the day is no longer printing any documents. Pre-existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self-diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

A. The printer's IP address has changed.
B. The network print spooler service has been restarted.
C. "Perform Printer Maintenance" message is displayed on the printer's LCD panel.
D. Two or more users sent print jobs simultaneously, causing a print collision.

Correct Answer: A
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 37
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

QUESTION 38
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 39
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 40

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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 41
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 42
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?

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

Correct Answer: D
Section: Hardware NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 43
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 44
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 45
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 46
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 47
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 48
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 49
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 50
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 51
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 NetTroublshooting
Explanation

Explanation/Reference:

QUESTION 52
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 53
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?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 54
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 55
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 56
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 57
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 58
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 59
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 60
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 61
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 62
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 63
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?

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 64
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: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 65
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 66
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 67
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 68
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 69
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 70
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 71
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 72
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 73
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 74
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 75
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 76
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?

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 77
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 78
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 79
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 80
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 81
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 82
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 83
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 84
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 85
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 86
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 87
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 88
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?

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 89
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 90
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 91
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 92
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 93
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?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 94
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 95
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 96
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

QUESTION 97
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 98
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 99

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 100
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 101
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 102
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 103
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 104
A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

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

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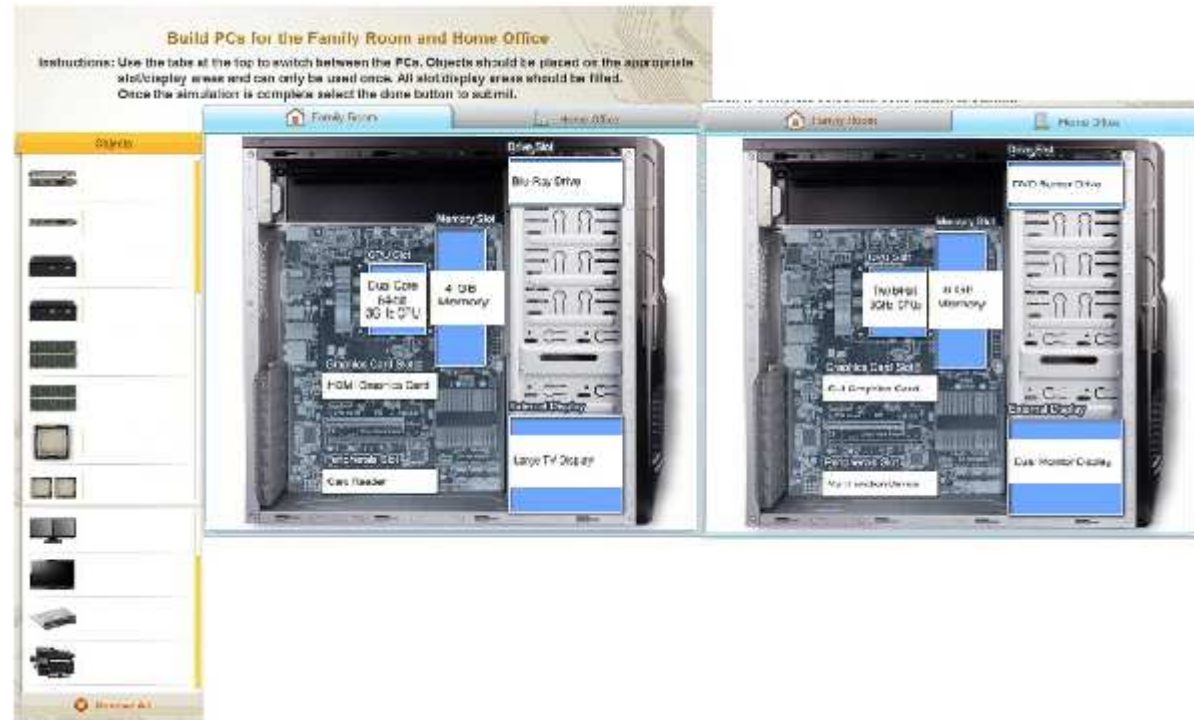**Section: Mix Questions**
Explanation

Explanation/Reference:

QUESTION 105
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:

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.

Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 106
A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

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

Correct Answer: A

Explanation/Reference:

QUESTION 107
SIMULATION

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

Wireless Name: Library
New Router Password: Secure$1

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

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

Public Library

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

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

Wireless Configuration ⓧ

Wireless Setup | Network Filter | Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☑

Wireless Network Name: | Marketing | (Also called the SSID)

Wireless Channel: | 3 ▼ |

Disable SSID Broadcast: ☑

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode: | Enable WEP Wireless Security (basic) ▼ |

WEP:

Default WEP Key: | WEP Key 1 ▼ |

WEP Key 1: | CAFE337100 |

WEP Key 2: | |

WEP Key 3: | |

WEP Key 4: |

Wireless Configuration

X

| Wireless Setup | Network Filter | Administrator Tools |

☑ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address

☑ 00:0A:BF:03:C4:54

☑ 09:2C:D0:22:3F:11

☐

☐

Wireless Configuration

X

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

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password: [   ]

Verify Password: [   ]

Correct Answer: Make the changes as shown below
Section: Mix Questions
Explanation
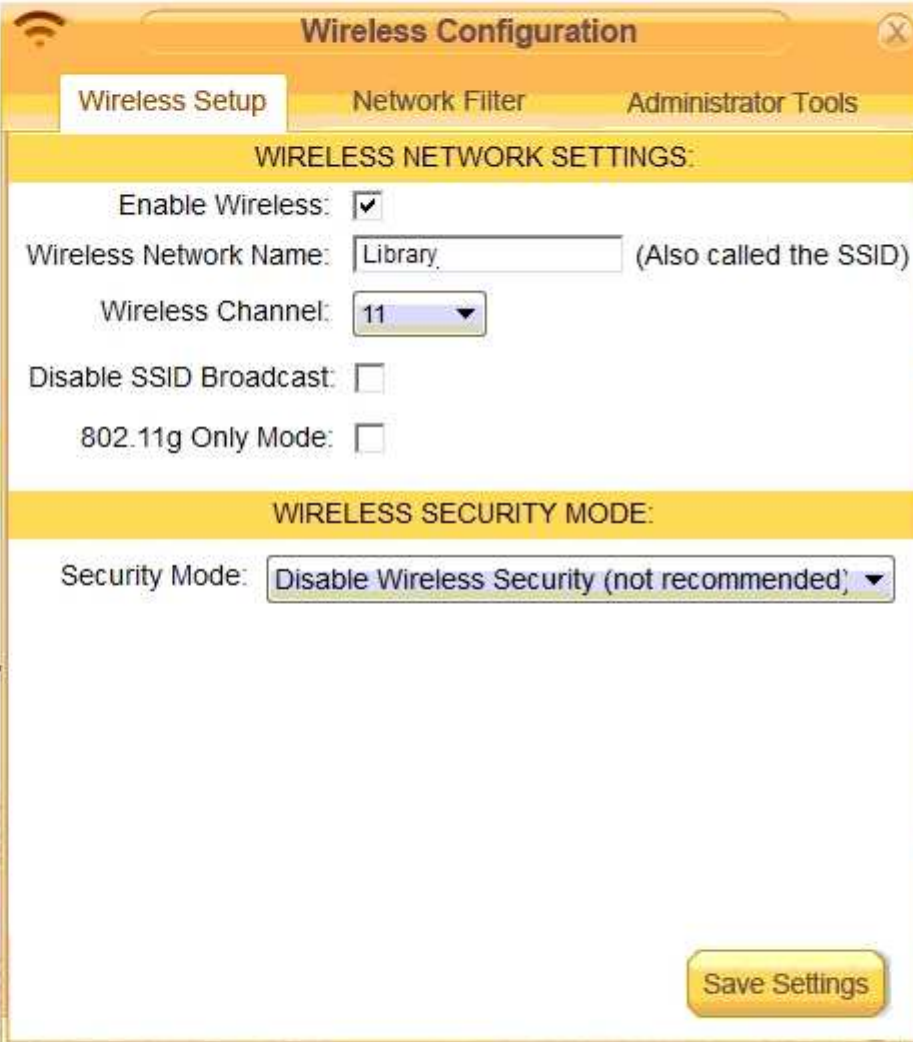
Explanation/Reference:
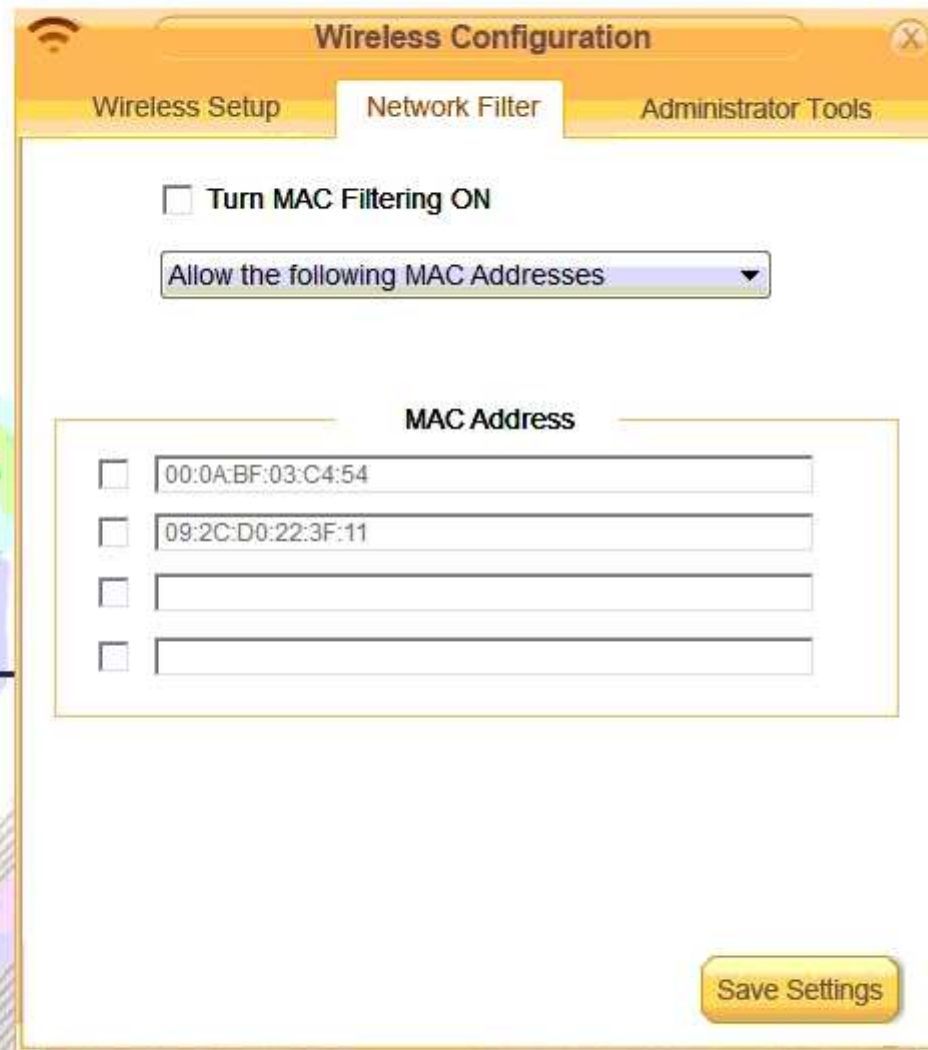
Wireless Distribution Diagram

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

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

Wireless Configuration

Wireless Setup	Network Filter	Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☑

Wireless Network Name: `Library` (Also called the SSID)

Wireless Channel: `11` ▼

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode: `Disable Wireless Security (not recommended)` ▼

Save Settings

Turn off MAC filtering:

Wireless Distribution Diagram

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

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

Wireless Configuration

| Wireless Setup | Network Filter | Administrator Tools |

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address

☐ 00:0A:BF:03:C4:54

☐ 09:2C:D0:22:3F:11

☐

☐

Save Settings

Change the router password:

Wireless Distribution Diagram

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

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

Wireless Configuration

| Wireless Setup | Network Filter | Administrator Tools |

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password: Secure$1

Verify Password: Secure$1

Save Settings

QUESTION 108
An end user requires an add-on card to install in a computer. The card should provide the highest audio/video throughput available, while also providing the HIGHEST data transfer rates. Which of the following cards meets these requirements?

A. Graphics card
B. HDMI card
C. Video capture card
D. Thunderbolt card
E. USB 3.0 card

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 109
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 110
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 111
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 112
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 113
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 114
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 115
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 116
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 117
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 118
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 119
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 120
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 121
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 122
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 123
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 124
DRAG DROP

Place the appropriate token next to each graphic.

Select and Place:

	Maximum Distance	Typical Use
Bluetooth		
InfraRed		
Radio Frequency		

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

Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 125
Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

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

Correct Answer: D

QUESTION 126
A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 127
A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

A. CMOS Battery
B. Mini-PCI Card
C. Inverter
D. DC Cord

Correct Answer: C
Section: Mix Questions
Explanation

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

QUESTION 128
Multicast addresses fall in which of the following classful address ranges?

A. Class A
B. Class B
C. Class C
D. Class D
E. Class E

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 129
Which of the following translates digital signals into analog for transmission over phone lines?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 130
Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 131
Which of the following cable types should always be used through life safety areas?

A. PVC
B. Plenum
C. STP
D. Fiber

Correct Answer: B
Section: Mix Questions
Explanation

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

QUESTION 132
Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 2.4GHz frequency?

A. A
B. B
C. G
D. N

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 133
A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. DL DVD Burner
B. LTO Drive
C. CD Burner
D. Blu-Ray Burner

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 134
When referring to laser printing, which of the following describes the development process?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 135
Which of the following would MOST likely be found on a docking station versus a port replicator?

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

Correct Answer: D
Section: Mix Questions
Explanation

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

QUESTION 136
A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 137
ESD mats are useful for protecting against which of the following hazards?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 138
When a technician suspects prohibited activity on an organization's network or computers, which of the following is the FIRST step they should take?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 139
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 140
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 141
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 142
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 143
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 144
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 145
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 146
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 147
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 148
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 149
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 150
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 151
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 152
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 153
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 154
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 155
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 156
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 157
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

QUESTION 158
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 159
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 160
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 161
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 162
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 163
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 164
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 165
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 166
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 167
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 168
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 169
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 170

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 171
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 172
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 173
A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 174
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 175
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 176
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 177
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

QUESTION 178
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 179
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 180
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 181
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 182
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 183
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 184
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 185
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 186
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 187
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

QUESTION 188
A user is trying to use Remote Desktop to connect to another computer on the LAN. The connection fails. The technician opens up a command prompt and types the following "telnet computername 3389" and also gets the same error message. Which of the following is the MOST likely cause of this error, assuming that the OS firewall has been disabled?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 189
Which of the following is the standard sequence of wire color in a RJ-11 phone line?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 190
Which of the following should a technician do NEXT after reporting an incident?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 191
Which of the following MUST be configured when trying to start a machine with a DVD?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 192
After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the MOST likely reason?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 193
Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 194
To configure two drives for MAXIMUM performance, which of the following RAID types should be used?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 195
Which of the following panel types would allow for the THINNEST possible display monitor?

A. LED
B. CRT

C. DLP

D. Plasma

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 196
Which of the following devices transmits data to all ports regardless of final destination?

A. Firewall

B. Router

C. Switch

D. Hub

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 197
Which of the following uses a single connector to deliver both video and audio?

A. DVI

B. Serial

C. VGA

D. HDMI

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 198
Which of the following expansion slots uses a serial connection?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 199
Which of the following would allow for multiple computers to share a display and input devices?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 200
A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC.
Which of the following should the technician do NEXT?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 201
When installing multiple SCSI drives in a system, which of the following is correct?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 202
Which of the following is a benefit DHCP over static addressing?

A. Every device will automatically be given a default gateway
B. It eliminates the possibility of duplicate MAC addresses
C. The device can be identified by a friendly name
D. The technician can monitor every device on the network

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 203

A remote employee has called the help desk asking how to print double-sided pages on a small office printer Which of the following should the help desk technician have the employee configure in the printer settings?

A. Collated printing
B. Duplex printing
C. Print spooling
D. Page orientation

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 204
A network administrator has noticed some lag in between two buildings connected by underground cabling The administrator wants to make sure the network traffic is using the newer fiber connection Instead of the older backup CAT5 Ethernet connection Which of the following tools can be used to ensure that traffic is taking the desired path?

A. ipconfig
B. tracert
C. nslookup
D. netstat

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 205
A user would like to set a public network for a DMZ server.

Which of the following is a public IP subnet?

A. 10.0.1.0/24
B. 64.65.128/24

C. 172 16.1.0/24
D. 192.168.1O.0/25

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 206
Joe, a user, reports that his network speed is slower than it used to be. Joe moved his desk to a new location, which is farther away from the wall jack. His phone and network cables were moved and the ports were not changed. Joe's phone continues to function

Which of would MOST likely cause Joe's slower than normal network speed?

A. The cable was extended with a coupler
B. The connections were not terminated properly.
C. The cable was experiencing RFI.
D. The switch port was not configured correctly

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 207
A PC power supply has been replaced. It physically matches the old supply and the connectors are properly joined, but the PC does not power on. Which of the following is MOST likely the reason for this behavior?

A. The main motherboard is plugged in backward.

B. The wattage is less than the original supply.
C. The power cable is the wrong type.
D. The voltage selector is incorrectly set.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 208
Which of the following mobile connection types has the LOWEST data transmission rate?

A. Bluetooth
B. NFC
C. 802.11ac
D. IRE

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 209
A user has requested to have an extra 4GB of memory installed on a laptop. During the Installation process, which of the following parts of the laptop will the technician need to remove?

A. CD-ROM drive
B. CMOS battery
C. Access panel
D. Hard drive

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 210
A technician has noticed that a client has an unsecured wireless network. Which of the following is the BEST security encryption type to protect the wireless network from intrusion?

A. WEP2
B. WEP
C. WPA2
D. WPS

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 211
A customer is looking for new wearable technology and wants to track heart rate with little effort.

Which of the following devices should the technician recommend?

A. e-Reader
B. Pedometer
C. Bluetooth headset
D. Fitness monitor

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 212
Which of the following cable connection types would be used to provide digital signal input to a TV tuner add-in card?

A. USB Type A connector

B. F-connector

C. FireWire connector

D. VGA

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 213
A printer is printing spotty or horizontal lines. A technician has accessed the control panel, selected devices and printers and ran the print utility However, the problem still remains. Which of the following should be done NEXT?

A. Open the printer and check for clogged print heads

B. Shake it to loosen the toner and then reinstall 'he cartridge

C. Reinstall the printer drivers

D. Replace the ink cartridge

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 214
A user would like to set up a wireless network that uses RADIUS as the authentication server and has the strongest encryption type. Which of the following would be the BEST solution?

A. WPA2 Enterprise with AES

B. WAP with PSK

C. WPA2 Enterprise with TKIP

D. WPA with TKIP

Correct Answer: A
Section: Mix Questions

QUESTION 215
A security officer wants to eliminate username and password sharing on the network Which of the following technologies should be part of a potential solution?

A. Intrusion Prevention Systems
B. Encrypted File System
C. Bitlocker
D. Smart card readers

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 216
A user reports that all printout to a locally attached printer show only garbled characters. Which of following troubleshoot the issue?

A. Programs and Features
B. Performance monitor
C. System Configuration
D. Device Manager

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 217
A user reports that every time a document is printed to a laser printer, the document lettering smudges making it unreadable which of the following is the cause?

A. The print server is receiving error codes.

B. The toner cartridge is leaking
C. The fuser is not functioning property
D. The Ink has not fully dried

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 218
Which of the following is an advantage of wearable technology over standard accessories?

A. Incoming call notifications
B. Longer battery life
C. Easily set wake-up alarms
D. Ability to check the time

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 219
Users are experiencing an issue with an office laser printer. A technician discovers toner dust is falling off the page; but some of the print remains on the paper.
Which of the following is MOST likely the issue?

A. Drum
B. Print head
C. Transfer roller
D. Fuser
E. Toner cartridge

Correct Answer: C
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 220
Which of the following integrated devices in a laptop allows the users to capture images and audio?

A. Digitizer
B. TV tuner
C. Webcam
D. Biometric scanner

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 221
An educational consulting company requires a new multifunction printer. The company prints a very high volume, including a number of full-color brochures and educational materials. Which of the following print solution type is MOST appropriate for this company?

A. Color inkjet printer
B. line printer
C. Thermal printer
D. Monochrome laser printer
E. color laser printer

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 222
A user asks a technician to connect a laptop dock to a large external monitor. Which of the following connections would carry both audio and video with the

HIGHEST quality?

A. USB 2.0
B. Displayport
C. DVI-Digital
D. DVI-Integrated

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation: https://www.kensington.com/us/us/6838/universal-laptop-docking-station-monitor-connection-guide

QUESTION 223
A technician is replacing an older video card with a new high-end video card in a workstation. The installation was successful, the new card seated properly, and power is connected. However, upon booting, the computer now emits several beeps and will not boot, but shows no error messages.

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

A. The BIOS is out-of-date
B. There is not enough PSU output
C. There is an onboard RAM mismatch
D. GPU is overclocked
E. The firmware is out-of-date

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 224
A user has a PC with RAID configuration and reports slow computer performance. A technician uses the manufacture's diagnostic software, and the computer passes all tests. The technician then uses a defragmentation tool and hears clicking noises. Which of the following should the technician identify and replace?

A. Hard drive

B. System fan

C. SSD

D. RAID controller

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 225
Given the following characteristics:

▪ Allows smartphones to make electronic payments
▪ Allows smartphones to be used as personal identification
▪ Has wireless technology interfacing with an electromagnetic radio field

Which of the following connection types BEST matches these characteristics?

A. Bluetooth

B. IRDA

C. WIFI

D. NFC

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 226
Which of the following devices allows a variety of digital musical instruments, computers, and other electronic devices to communicate with each other?

A. MIDI

B. KVM

C. Digitizer

D. SPDIF

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 227
A customer would like to add a large form factor graphics card to a computer. Which of the following types of cards should be installed to accomplish this?

A. USB 3.0
B. Storage
C. FireWire
D. Riser

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 228
A user cannot print to any of the network printers. A technician confirms the user is connected to all printers, and other users on the network can print without issue. Which of the following should the technician perform to resolve the issue?

A. upgrade the printer's firmware.
B. Update the printer's firmware.
C. Restart the printer spooler service.
D. Check printer memory errors.
E. Install a printer maintenance kit.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 229
A customer brought a laptop with a cracked screen to a repair shop. The technician powered on the machine and verified the screen still worked, but the display was distorted and unusable. To adhere to best practices, which of the following should the technician do? (Choose three.)

A. Ask the user to watch the procedure to ensure no mistakes are made.
B. Advise the customer to perform a full backup of the hard drive.
C. Connect a more experienced colleague to perform the repair.
D. Escalate to a manager before performing any repairs.
E. Document and label the disassembly procedure, including all hardware parts.
F. Use the appropriate hard tools to conduct the repairs and take ESD precautions.
G. refer to the manufacture resources for disassembly of the laptop.

Correct Answer: BDG
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 230
Which of the following represents a small collection of paired Bluetooth devices on a college campus network?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 231
Joe, a customer, contacts the help desk report his laptop screen has become dark and the screen content is difficult to see. After troubleshooting with the user, Ann, the technician, determines Joe was off-site at a park when the issue occurred. Which of the following describes what Ann should do to educate Joe?

A. Ann should explain that the power-saving features on the laptop dim the screen, and Joe can use the function keys to brighten it again.

B. Ann should explain that when Joe first powers on the laptop, he can access a menu to change the user profile to "light."
C. Ann should explain that because it is a corporate laptop, the screen is dimmed as a part of corporate policy when Joe is not in the office.
D. Ann should explain that is a security feature to protect against shoulder-surfing attacks and should not be disabled.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 232
Users are reporting degraded performance when utilizing certain application hosted by virtual machines. While trying to identify the problem, a technician notices all of the degraded virtual machines run on the same server. Which of the following could be the cause of the performance issues?

A. The host machine is using of all its available memory.
B. CPUs allocated to each virtual machine need to be increased.
C. Memory allocated to each virtual machine needs to be increased.
D. The host machine is low on hard drive space.
E. The virtual machines are low on hard drive space.
F. The host machine needs another NIC.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 233
A technician is troubleshooting a BSOD and suspects the crash is being caused by a faulty motherboard. In which of the following can the technician check the cause? (Choose two.)

A. Performance Monitor
B. Event Viewer
C. Device Manager
D. % SystemRoot%Memory.dmp
E. System Control panel

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 234
Which of the following monitor has a type of "privacy filter" characteristic by default?

A. CRT
B. LCD
C. DVI
D. VGA

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 235
The digitizer of a modern laptop computer is used to:

A. encode analog audio into a digital format.
B. enable hands-free control of common laptop functions.
C. convert art created with an ink pen into a digital image.
D. identify the screen location touched by a user.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 236

A user has an inkjet printer that generates very sloppy prints with multiple colors missed in patterns.
Which of the following maintenance tasks should the technician perform to solve this problem?

A. Install the maintenance kit.
B. Replace the toner ribbon.
C. Clean the heating element.
D. Replace the fuser.
E. Clean the head.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 237
A technician is tasked with connecting a digital display to a computer that requires a 4GB connection speed. Which of the following types of connection cables is sufficient for this requirement?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 238
Which of the following does a DHCP server provide to a domain-connected computer? (Choose two.)

A. Print services
B. Host services
C. IP address

D. DNS server address
E. CDFS
F. POST service

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 239
A user is having intermittent problems connecting a computer to the office network. A technician determines the computer's network cable needs to be replaced. Which of the following tools did the technician use to determine the issue?

A. Cable toner probe
B. Cable stripper
C. Cable tester
D. WIFI analyzer

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 240
A sales representative is planning a business trip that will involve stays at hotels in remote location with little broadband and poor cellular reception. Which of the following does the IT department need to ensure is available on the sales representative's laptop for reliable telecommunicating while travelling?

A. RJ-45 jack
B. Bluetooth capability
C. RJ-11 jack
D. PCMICA card

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 241
A customer is looking for a device with high brightness and contrast but can maintain battery life for at least a week. The device will be used exclusively to consume content. Which of the following device types would BEST meet these criteria?

A. Phablet
B. E-reader
C. Smartphone
D. Tablet

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 242
A user reports that a PC monitor does not look correct. The user tried adjusting the settings, but the on-screen appearance worsened. The technician inspects the monitor and notices the left and right sides are concave. Which of the following adjustments would MOST likely fix the monitors issue?

A. Centering
B. Gamma
C. Trapezoid
D. Pin cushion

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 243
Ann, a customer, is in an area where internet connectivity is available. When trying to access a web page on her laptop, she receives "`A page cannot be found`" message. Which of the following is the FIRST key Ann should check to troubleshooting the internet connection?

A. Cellular function key
B. GPS function toggle
C. WLAN function toggle
D. Bluetooth function key

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 244
When working on a computer that supports triple-Channel memory configurations, which of the following RAM modules would provide the BEST memory performance?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 245
Joe, a user, recently purchased a new multifunction printer and attempted to installed it himself He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that printer is listed printer under devices and printers. Which of the following should the technician do NEXT?

A. Reboot the computer into safe mode and try to printer a test page.
B. Download the correct drives from the manufacture's website and install them.
C. Unplug the USB cable from the printer and try another USB slot the PC.
D. Set the printer as the default within the device properties.

Correct Answer: B

QUESTION 246
A musician asks for help with connection two MIDI devices to a computer. The computer has one MIDI-in and one MIDI-out port. Which of the following explains how the connections should be made?

A. Connect the computer MIDI port ton each of the two devices, creating a line configuration.
B. Connect each MIDI-out to the MIDI-in on another device, creating a circle configuration.
C. The connections cannot be made due to an insufficient number of ports.
D. Connect one device at a time to the computer and move the connections when the other device is needed.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 247
Which of the following is considered the I/O controller hub?

A. Southbridge
B. CPU socket
C. Front-side bus
D. PCIe slot

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:
Explanation: https://en.wikipedia.org/wiki/I/O_Controller_Hub

QUESTION 248

A user is working on a mobile workstation with a wireless mouse. The cursor around while the user is typing, And the user would like to prevent this occurring. Which of the following should be to solve this problem?

A. Built-in function keys
B. Touchpad drivers
C. BIOS settings
D. Accessibility settings

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 249
One of the functions of a CMOS battery is to:

A. Keep the BIOS clock running.
B. Preserve the master boot record.
C. Provide backup power during a blackout
D. Ensure data is safely written during shutdown.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 250
A technician is setting up a PC to host server in a SOHO. The technician uses a second router for this PC but finds the web server is not accessible from the Internet. The technician verifies the web server itself is properly configured. Which of the following could be enabled on the router to allow all traffic to reach the web server?

A. IPv6
B. UPnP
C. DMZ
D. WPA2

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 251
The marking department of a company needs to transfer files to local storage devices for read/write access. Which of the following types external drive connections should the technician recommend for the FASTEST transfer speeds?

A. eSATA
B. USB 3.0
C. SATA
D. Thunderbolt

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 252
Which of the following IP addresses would indicate a workstation is getting an APIPA address?

A. 10.10.1.1
B. 169.244.0.1
C. 172.168.1.1
D. 192.168.1.1

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 253
An end user reports to the information systems technician that a laptop hangs at the Windows logo for a Windows 7 Pro laptop that was recently dropped. It is suspected that physical damage was caused by the drop.
Which of the following is the BEST tool the technician should use to check the hard drive?

A. Windows Disk Management Utility

B. Third-party hard drive diagnostic software

C. The manufacture's hard drive diagnostic software

D. The laptop's built-in hardware diagnostics

E. Windows chkdsk utility

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 254
A user reports that a laptop will not power on. A technician verifies that the battery and power adapter are functional, replaces the power button and its connector, and removes all external devices. Which of the following hardware components is MOST likely at fault?

A. Optical drive

B. Hard drive

C. Memory socket

D. SATA controller

E. System board

Correct Answer: E
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 255
A user is looking a storage solution that has distributed parity without sacrificing performance. Which of the following is the minimum number of hard drives the technician should recommend the user purchase to meet this need?

A. 2
B. 3
C. 4
D. 5

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 256
A technician receives a computer that is failing to boot properly. Upon boot it displays an error that the boot configuration data is invalid. The technician puts the PC into a pre-installation mode.
Which of the following actions should be performed NEXT?

A. Perform a Windows repair.
B. Restore the last known good configuration.
C. Run the `bootrec` command.
D. Install update drivers for the hard drive.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 257
A technician is replacing a drive that recently failed in a RAID configuration. However, after installing the new drive, the OS cannot access the RAID array. Which of the following should the technician perform NEXT?

A. Update the firmware of the RAID controller.
B. Rebuild the RAID array.
C. Install another hard drive.
D. Format all drives to the same file system

Correct Answer: A

QUESTION 258
A user is unable to modify any data on an SD card. The user decides to format the drive, but receives an error message and cannot proceed any further. Which of the following would cause this type of behavior on the SD card?

A. Full disk encryption
B. Incompatible SD adapter
C. Locked card
D. Corrupt file system

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 259
A user reports being unable to log in. Which of the following should be the FIRST step in troubleshooting?

A. Change the user's domain password.
B. Verify the User's Windows domain credentials.
C. Verify the resource to which the user is unable to log in.
D. Verify the user's domain account is unlocked.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 260
Which of the following is the BEST method to use to secure data while wirelessly connected to the Internet?

A. WPA2/AES
B. WPA2/TKIP
C. WEP
D. WPA

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 261
A technician is deploying a wireless AP at a location where is not a power outlet nearby. Which of the following devices could supply enough power to the AP?

A. Stand switch
B. router
C. PoE injector
D. Repeater

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 262
An office has a regulatory requirement to segregate its PoS system from the office network (both work on separate subnets). The office manager is responsible for updating pricing in the PoS software and also needs the ability to function on both networks. Which of the following devices would allow the office manager that capability?

A. Router

B. Access point

C. Switch

D. PoE injector

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 263
A technician reimaged several computers in a test lab with a test subnet of 10.1.5.1. The PC name was properly assigned, but the technician did not configure DHCP prior to shipping the computer to the customer.
The customer's corporate network has IP ranges of 10.1.1.1-10.1.5.255. The customer is unable to connect to any network resources or the Internet. Which of the following is MOST likely the error message being displayed?

A. Duplicate hostname

B. Intermitted connectivity

C. Computer account disabled

D. Internet protocol conflict

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 264
A consultant must be recommended a portable device that does not require WIFI access for video conferencing. Which of the following would the consultant MOST likely recommend?

A. Web camera

B. Smartphone

C. Smart watch

D. Smart glasses

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 265
Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

A. Disk speed
B. I/O bandwidth
C. Ram utilization
D. CPU utilization

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 266
A user has an older computer and needs to replace a CD-ROM drive with a Blu-ray player. Which of the following would MOST likely need to be used to provide power to the drive?

A. HDMI to Displayport adapter
B. Molex to ATX 12v adapter
C. Molex to SATA adapter
D. USB serial adapter

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 267

A technician is tasked with changing a cable on a patch panel. The technician must ensure the cable matches TIA/EIA 568A wiring standard and is able to connect to the distribution network switch. Which of the following statements BEST describes the cable and connector the technician will use to complete this task?

A. Crossover Ethernet cable with RJ-11 connector
B. Straight-Through Ethernet cable with RJ-11 connector
C. Cross Ethernet with RJ-45 connector
D. Straight through Ethernet cable with RJ-45 connector

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 268
A technician has connected a new multifunction printer to the company network. The technician has mapped the printer to a user's workstation, but the user is unable to scan documents. Which of the following will address this problem? (Choose two.)

A. Restart the print spooler.
B. Install the driver.
C. Enable duplexing.
D. Restart the printer.

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 269
A technician is installing a 2.4GHz wireless router for a doctor's office. The doctor 's office is located between a dentist's office and a restaurant. The dentist's office and the restaurant both have existing wireless routers that respectively broadcast on channels 1 and 6.

Which of the following channels should the technician select for the doctor's office's wireless router during installation to MINIMIZE interference with the other business' routers?

A. 1

B. 3
C. 6
D. 11
E. 40

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 270
A network administrator has a change to point the new intranet website to friendly name instead of an IP address. A developer does not want to wait for the change to replicate across the network. Which of the following commands could use to make friendly name work immediately?

A. `ipconfig /all`
B. `ipconfig / release`
C. `ipconfig /?`
D. `ipconfig /flushdns`

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 271
A remote user has attempted to install a new wireless printer on a home network. The user can print to it when plugged into a USB cable from the laptop to the printer, however, the user cannot print wirelessly. A technician has remotely connected to the user's laptop to troubleshoot the issue. Which of the following is MOST likely the reason that the user cannot print wirelessly?

A. The printer does not have an IP address
B. The printer is low on toner.
C. The printer cannot access the network.
D. The laptop has the wrong print driver installed.

Correct Answer: A

QUESTION 272
Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

A. DNS
B. DHCP
C. Proxy
D. Web server

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 273
A user reports an inability to print to a newly installed printer. The assigned technician discovers the user is attempting to print that has been removed from the network. The technician attempts to delete the old printer but cannot. The technician discovers jobs in the queue but cannot clear the queue. Which of the following is NEXT step the technician should take?

A. Restart the print spooler service.
B. Check IP on the printer.
C. Perform a hard reset on the printer.
D. Change the user's printer permissions.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 274

Which of the following serial interfaces has been increased in speed to 10Gbps and features two connector types for future standardization purposes?

A. USB 3.0
B. USB 3.1
C. FireWire
D. eSATA

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 275
An application on an Android smartphone is frequently freezing. The user recently updated the application, but now it will not load at all. The user requests that the phone data remain intact. A technician tries a hard reset, but the phone continues to experience the problem. Which of the following should technician troubleshoot FIRST to resolve the issue?

A. Perform a carrier setting update.
B. Revert to the previous baseband version.
C. Reform the SD card.
D. Clear the cache.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 276
After a user replaces the RAM in a laptop, the laptop makes strange beeping sounds and does not boot the OS when it is started. Which of the following could be the cause of this issue?

A. The new DIMM is not receiving sufficient power.
B. The user needs to loads the OS and update the new amount of RAM.
C. The new DIMM needs to be reseated on the system board.
D. The user needs to enter the BIOS and select the RAM from which to boot.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 277
A junior technician has been making configuration changes on a computer that is connected to a wired network. The computer is now experiencing slow transfer speeds. A senior technician, who is assisting the junior technician, verifies the static IP address, subnet mask, and gateway address on the computer are correct. Other employees on the same network are not experiencing any issues.

Which of the following is the MOST likely problem?

A. Speed and duplex setting of the network card.
B. Crossover cable used instead of straight-through cable
C. MAC filtering enabled on the switch
D. Firewall settings on the computer

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 278
Occasionally a technician will need to order a new feature for a printer. For which of the following types of print is the technician ordering the fuser?

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

Correct Answer: C
Section: Mix Questions
Explanation

QUESTION 279
A technician is assembling a new computer and wants to ensure proper component temperatures. On which of the following would the technician apply thermal paste and a heat sink?

A. CPU
B. IDE
C. PSU
D. NIC

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 280
A technician determines that a laptop's internal network adapter is not working. An executive needs the laptop immediately for a presentation, and it requires network access. Which of the following is the BEST solution for the technician to offer to the executive?

A. USB to Thunderbolt
B. USB to WiFi dongle
C. USB to serial
D. USB to RJ-11 dongle

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 281
SIMULATION

Laura, a customer, has instructed you to configure her home office wireless access point.
Laura plans to use the wireless network for finances and has requested that the network be

setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. Laura requests that the default settings be changed to the following:

Wireless Name: HomeWiFi
Shared Key: CompTIA
Router Password: Secure$1

Finally, Laura wants to ensure that only her laptop and SmartPhone can connect to the network.
Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54
SmartPhone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11

Instructions: Select Laura's house in the diagram to configure her wireless network. Once the wireless network tabs are configured, select the save button and then the done button to submit.

Wireless Distribution Diagram

Instructions: Select Laura's house in the diagram to configure her wireless network. Select the save settings button and then the done button to submit your response.

Wireless Network Name:Default
Security Mode:Open
Wireless Channel: 11

Laura's House

Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 6

Wireless Network Name:PatsWiFi
Security Mode: WEP
Wireless Channel: 11

Wireless Configuration

Wireless Setup   Network Filter   Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☐

Wireless Network Name: Default   (Also called the SSID)

Wireless Channel: 1 ∨

2
3
4
5
6
7
8
9
10
11

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

Security Mode: Disable Wireless Security (not recommended) ▾

Disable Wireless Security (not recommended)
Enable WEP Wireless Security (basic)
Enable WPA Wireless Security (enhanced)
Enable WPA2 Wireless Security (enhanced)

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Save Settings

WEP

Default WEP Key:

WEP Key 1	∨
WEP Key 2	
WEP Key 3	
WEP Key 4	

WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:

Save Settings

Wireless Configuration

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

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼
Allow the following MAC Addresses
Disallow the following MAC Addresses

MAC Address

☑ 00:0A:BF:03:C4:54

☑ 09:2C:D0:22:3F:11

☐

☐

Save Settings

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

Correct Answer: See explanation below.
Section: Mix Questions
Explanation

Explanation/Reference:

Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

WIRELESS NETWORK SETTINGS

Enable Wireless: ☑

Wireless Network Name: HomeWiFi (Also called the SSID)

Wireless Channel: 1 ▼

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

WIRELESS SECURITY MODE

Security Mode: Enable WPA2 Wireless Security (enhanced) ▼

WPA2

Passphrase: CompTIA

Confirmed Passphrase: CompTIA

[Save Settings]

Wireless Configuration

Wireless Setup   Network Filter   Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password: Secure$1

Verify Password: Secure$1

Save Settings

QUESTION 282
A technician has been asked to make recommendations on building a server for home use. The server will store and stream video files to other devices over the local network and should have some built-in data redundancy. Which of the following is MOST important to meet the requirements? (Choose two.)

A. Multiple display support
B. Gigabit NIC
C. Hardware RAID
D. HDMI output
E. 7.1 surround sound
F. Compact form factor

Correct Answer: BC

QUESTION 283
Which of the following Internet connection types is MOST likely to use a coaxial connector?

A. Cable
B. DSL
C. Fiber
D. ISDN

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 284
A user is trying to connect to the Internet wirelessly but gets the following error message: `Page cannot be displayed`. Which of the following would be the FASTEST for the user to confirm?

A. IP address configuration
B. Wireless router settings
C. Connection to the correct SSID
D. Wireless network adapter settings

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 285
A user is having issues with a smartphone that will not make calls; however, the user can browse the Internet with WiFi. Which of the following is MOST likely to

cause of this issue?

A. GPS turned on
B. Cellular turned off
C. Airplane mode on
D. Bluetooth is off

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 286
Which of the following is the main purpose of the +5VSB output of a power supply?

A. It allows peripherals to draw power when the machine is off
B. It provides power to the audio and sound boards of the machine
C. It acts as the main voltage supply to the motherboard and processor
D. It powers all expansion cards and external device hubs

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 287
A technician set up a four-port KVM recently. One of the computers does not respond when the technician types on the keyboard. Which of the following should the technician do FIRST?

A. Change the KVM cable
B. Check the keyboard for damage
C. Replace the KVM
D. Check all cable connections
E. Replace the keyboard

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 288
A company uses a laptop for employees to clock in and out for work. Which of the following devices should be installed to ensure one employee cannot impersonate another?

A. Biometric
B. Smart card reader
C. Webcam
D. Digitizer
E. Barcode reader

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 289
A user reports that a computer keeps shutting itself down. After troubleshooting, the technician determines the shutdowns occur whenever the computer is stressed, such as when the user is compiling a program in Visual Studio. Which of the following is MOST likely the issue?

A. The Visual Studio program is corrupted and needs to be reinstalled.
B. The OS has not been updated recently and requires a reboot.
C. The video card needs to be upgraded to run graphics-intensive applications.
D. The CPU is overheating because of excessive dust buildup in the heat sink and the fan.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 290
A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

A. Touch-screen kiosk
B. Thick client
C. CAD workstation
D. Virtualized host computer

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 291
A technician has received a call about an issue with a monitor. The technician notices certain spots on the display never change color. Additionally, there is a faint image present when the display is powered on, which fades after several minutes. Which of the following symptoms is this display experiencing? (Select two.)

A. Color patterns incorrect
B. Dead pixels
C. Artifacts
D. Distorted image
E. Distorted geometry
F. Burn-in

Correct Answer: BF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 292
A user is having trouble moving and opening icons with a finger on a tablet. A technician has checked the preferences and configured the speed and sensitivity, however, the problem remains. Which of the following actions should the technician advise the user to take?

A. Connect a wireless mouse

B. Replace the digitizer

C. Restart the tablet

D. Clean the screen

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 293
A technician has noticed that when at company headquarters the laptop connection to the Internet is more responsive than when using the company-provided phone as a hotspot. The technician updated the drivers on the WiFi NIC without resolution and then verified the configuration on the WiFi was correct. Which of the following configurations could cause the decreased performance?

A. The connection is throttled

B. There is a low RFID signal

C. SSID is not found

D. It is out of range

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 294
The network security team has been authorized to increase the security of a wireless network. Which of the following provides the BEST encryption on a corporate network?

A. AES

B. WPA

C. WEP

D. TKIP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 295
Which of the following connection types can be used simultaneously for video, storage, and audio?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 296
A technician upgraded the CPU, and now the system fails to stay powered on for more than 30 seconds. Which of the following components should be checked?

A. Memory
B. CMOS battery
C. Thermal paste
D. Power supply

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 297
A customer's laptop display has suddenly become very dim. The image on the display can only be seen with a bright, external light, as adjusting the brightness/

contrast does not cause much change. Which of the following components MOST likely needs to be replaced?

A. LCD panel
B. Inverter
C. Video card
D. Digitizer

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 298
Which of the following display types will be able to show the WIDEST range of colors?

A. LCD
B. CCFL
C. OLED
D. TFT

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 299
A network consultant is configuring an existing server with five customer-purchased hard drives. The customer's requirements include redundancy and double fault tolerance. Which of the following would BEST utilize the existing drives and meet the customer's expectations?

A. RAID 1
B. RAID 3
C. RAID 5
D. RAID 10

Correct Answer: D

QUESTION 300
A technician is configuring a new web server and must have over 10TB fault tolerant storage, while minimizing the number of failure points. The applications on the server also require the highest performance available.
Which of the following configurations would the technician MOST likely select?

A. RAID 0 with 15000 RPM 15TB drives
B. RAID 1 with 10000 RPM 8TB drives
C. RAID 5 with 7200 RPM 5TB drives
D. RAID 10 with 5400 RPM 6TB drives

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 301
A customer is having a problem with a newly installed home network. Three computers and a cable modern are connected into a SOHO router with Cat 5e cables.
Computer 1 is able to access the Internet; however, Computer 2 and Computer 3 have no Internet access. A technician runs the `ipconfig` command on Computer 1:

Computer 1:
IPv4 address: 192.168.1.100
Subnet Mask: 255.255.255.0
Gateway: 193.134.4.1

The technician then runs the `ipconfig` command on two other computers that are NOT able to access the Internet:

Computer 2:
IPv4 address: 192.168.1.101
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1

Computer 3:

IPv4 address: 192.168.1.102
Subnet Mask: 255.255.255.0
Gateway: 192.168.1.1

Which of the following is the MOST likely reason Computer 2 and Computer 3 cannot access the Internet?

A. The DHCP client service is disabled on Computer 2 and Computer 3. The service should be enabled to receive the correct network settings.
B. The subnet masks are misconfigured on Computer 2 and Computer 3. The subnet mask on both computers should be set to 255.255.252.0.
C. The gateways are misconfigured on Computer 2 and Computer 3. The gateways on both computers should be set to 193.134.4.1
D. Computer 2 and Computer 3 are not receiving a response from the router's DHCP service. The technician should enable DHCP.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 302
A customer has connected a laptop to a projector using a VGA cable. The projector is not displaying the image from the laptop. Which of the following combinations of keys will MOST likely help the customer get the laptop to projector?

A. Fn + Del
B. Fn + F key
C. Alt + Tab
D. Alt + F key

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 303
A laptop user reports that turning on airplane mode disconnects the external mouse. Which of the following disabled signals caused the disconnection?

A. Cellular

B. GPS

C. Wireless

D. Bluetooth

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 304
A user has been terminated but is allowed to create a backup of personal files. The user has 5.2GB of data to save, and the company has agreed to give the user a disk to store information. Which of the following should be issued to the user to hold all of the information with the MAXIMUM amount of utilized space?

A. DVD-RW

B. BD-R DL

C. DVD-R DL

D. BD-R

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 305
Which of the following connector types would MOST likely be used to connect multiple monitors to a laptop? (Choose two.)

A. HDMI

B. DVI-D

C. DisplayPort

D. Coaxial

E. BNC

F. Component

Correct Answer: AC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 306
A technician is troubleshooting a touch screen laptop that has a cracked screen. After replacing the physical display, the laptop is showing images correctly, however, the screen no longer responds to touch. Which of the following components of the laptop MOST likely needs to be replaced?

A. Digitizer

B. Webcam

C. GPU

D. Inverter

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 307
Which of the following connection types does a computer need to use a legacy KVM?

A. BNC

B. DB15

C. Coaxial

D. PS/2

Correct Answer: B

QUESTION 308
A user's PC is displaying an `OS NOT FOUND` error message when starting up. The technician boots the computer to a recovery disk and performs a CHKDSK. The CHKDSK reports several unfixable errors. Which of the following should the technician perform NEXT to repair the computer?

A. Replace the system drive
B. Reinstall the OS
C. Reformat the system drive
D. Repair the OS

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 309
A user reports that documents from a laser printer have vertical lines covering the length of the page where nothing is printed. The user replaces the toner cartridge, but the problem persists. Which of the following is MOST likely to cause?

A. Outdated print driver
B. Overheated fuser
C. Defective toner cartridge
D. Dirty corona wire

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 310

A client asks a technician to upgrade the Intel i5 processor in a laptop. The client wants to improve performance without replacing other core components. Which of the following steps are MOST appropriate when completing the upgrade? (Choose two.)

A. Replace the thermal compound on the heat sink.
B. Use a socket AM2 CPU for the upgrade.
C. Update the HAL on the OS.
D. Use a socket 1155 CPU for the upgrade.
E. Use a socket FM1 CPU for the upgrade.
F. Download and install the drivers for the new CPU before the upgrade.

Correct Answer: DF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 311
A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down. Which of the following is the MOST probable cause of the issue?

A. Residual energy on the motherboard
B. System overheating
C. Distended capacitors
D. Loose battery connection
E. CMOS battery failure

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 312
Which of the following encryption types does WPA use?

A. TKIP

B. SSL

C. AES

D. IPSec

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 313
A technician is troubleshooting a mobile device in which the touch screen is broken and is no longer responsive to touch. The technician has determined that the touch screen needs to be replaced, which requires the entire device to be disassembled. Which of the following procedures should the technician adhere to when removing components? (Select TWO.)

A. Place the components in a Faraday bag

B. Utilize a stove to heat and loosen up to glue.

C. Document and label screw locations.

D. Wear protective goggles and gloves.

E. Maintain documentation for chain of custody.

F. Contact the hardware manufacturer for support.

Correct Answer: CF
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 314
While in flight, a user enabled airplane mode on a tablet. Which of the following functions are disabled when airplane mode is on? (Select TWO.)

A. WiFi connectivity

B. Web browser

C. Speaker volume

D. Email sync settings

E. Bluetooth

F. Wireless charging

Correct Answer: AE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 315
Which of the following components would be the MOST important to include when configuring a graphic designer's PC? (Select TWO.)

A. Liquid cooling
B. TV tuner
C. Large hard drive
D. Maximum RAM
E. High-end video

Correct Answer: DE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 316
A support technician troubleshoots a workstation with intermittent network connectivity to the company's domain. The network uses 802.1X certificate authentication, and the workstation had full connectivity last week. Which of the following tools or utilities should be used to troubleshoot this issue?

A. Tone generator and probe
B. IPConfig
C. Cable tester
D. Certutil

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 317

A user reports that when powering up a computer, only a blank screen appears, however, the computer functioned properly the day before. A technician looks at the computer and verifies the power light is on and the fans are working properly when powering on the computer. Which of the following is the MOST likely the cause of the issue?

A. CPU
B. PSU
C. FDD
D. SSD

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 318

A technician is installing a new office workgroup printer and wants to network it across all computers. Which of the following methods would accomplish this with the MOST reliable results?

A. Enable Bluetooth on the printer and allow users to print wirelessly
B. Connect a network cable to the printer and establish IP-based printing
C. Connect it over parallel cable to a PC and share the printer with users
D. Connect it over USB to a PC and share the printer with users

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 319

A technician installed a new CPU and heat sink on the motherboard. After installation, the technician notices the computer shuts down after a few minutes of operation. Which of the following steps did the technician MOST likely omit?

A. Application of thermal paste

B. Closure of ZIF socket

C. Case fan installation

D. ECC RAM installation

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 320
A technician is tasked with troubleshooting hard disk performance issues. The technician launches Performance Monitor and notices the counter split IO/sec is high for the primary hard disk. Which of the following tools should the technician use to address this issue?

A. Check disk

B. Disk defragmenter

C. Format

D. DiskPart

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 321
A user reports that saving files to a file server seems slower than normal. A technician confirms the server shows no errors in the event log, but notices one of the three drives in the server has an amber light. Which of the following is the MOST likely cause of the issue?

A. One drive in the server's RAID 0 array has failed.

B. One drive in the server's RAID 1 array has failed.

C. One drive in the server's RAID 5 array has failed.

D. One drive in the server's RAID 10 array has failed.

Correct Answer: C
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 322
Which of the following display connector types can transmit either a digital-to-digital signal or an analog-to-analog signal?

A. DVHD
B. DVI-A
C. DVI-I
D. RCA

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 323
For SDRAM to operate in dual-channel mode, which of the following must be done? (Select TWO.)

A. CAS latency must be 1 or better.
B. ECC must be supported.
C. DIMM installation must be in pairs.
D. Proper banks must be used.
E. 200-pin memory must be used.

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 324
A technician has received a PC with a faulty motherboard, and has been asked to recover data from the 128GB SSD hard drive. Which of the following would be the EASIEST method to gain access to the data?

A. Reinstall Windows and use the File Recovery Tool.
B. Send the drive to a data recovery specialist.
C. Attach the drive to a SAN device.
D. Attach the drive to an external enclosure

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 325
A technician observes a single light on the front of a case that flashes intermittently during normal computer operations. Which of the following does the light MOST likely represent?

A. CPU temperature
B. RAM optimization
C. Power light
D. Hard drive activity

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 326
A home has a modem that connects to the ISP via RG-59 cable. Which of the following WAN connections is MOST likely in use?

A. Dial-up
B. DSL
C. Cable
D. Fiber optic

Correct Answer: C

QUESTION 327
A computer is being built with multiple gaming video cards to ensure a smooth gaming experience. Which of the following specifications is the MOST imnportant?

A. ATX connector type
B. Dual rail
C. Wattage
D. Dual voltage

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 328
A traveling employee has returned from a trip. The employee's laptop was working before the trip but is now unable to connect to any wireless devices. Which of the following should be checked FIRST?

A. Outdated drivers
B. Defective inverter
C. Disabled GPS
D. Airplane mode

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 329
Which of the following settings allow users to access the Internet and external networks?

A. Subnet mask
B. FTP
C. Gateway
D. UDP

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference: