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CompTIA A+ Certification Exam

Sections

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

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Exam A

QUESTION 1

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



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

Correct Answer: CE

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 2

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

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

Correct Answer: D

Section: Hardware

Explanation

Explanation/Reference:

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QUESTION 3

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

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

Correct Answer: C

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 4

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

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

Correct Answer: B

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 5

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

- A. Clock speed
- B. Hyper-threading

- C. Fan speed
- D. Number of cores

Correct Answer: A

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 6

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

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

Correct Answer: D

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 7

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

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

Correct Answer: C

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 8

A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

- A. Install the memory in the four white slots
- B. Install the memory in the four blue slots
- C. Consult the motherboard documentation
- D. Install the memory in slots 0 through 3
- E. Fill all slots with memory

Correct Answer: C

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 9

A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?

- A. Change the boot sequence
- B. Switch the BIOS to UEFI
- C. Defragment the hard drive
- D. Enable virtualization

Correct Answer: C

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 10

A user wants to extend a PC's capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO).

- A. eSATA

- B. IEEE 1394
- C. SATA
- D. EIDE
- E. IDE

Correct Answer: AB

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 11

Which of the following memory types is primarily used in laptops?

- A. SDRAM
- B. DDR2
- C. ECC
- D. SODIMM

Correct Answer: D

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 12

A small company needs to print several color copies of the same contract to go to various departments and customers. Which of the following printers will be the QUICKEST?

- A. 3D printing
- B. Thermal printing
- C. Impact printing
- D. Laser printing

Correct Answer: D

Section: Hardware

Explanation**Explanation/Reference:****QUESTION 13**

Which of the following adapters converts an analog signal to a digital signal?

- A. S-Video to RCA
- B. HDMI to VGA
- C. VGA to DVI-D
- D. DVI-D to HDMI

Correct Answer: C

Section: Hardware

Explanation**Explanation/Reference:****QUESTION 14**

Which of the following devices does a technician need to calibrate as part of an installation?

- A. Mouse
- B. Touch screen
- C. Keyboard
- D. Video card

Correct Answer: B

Section: Hardware

Explanation**Explanation/Reference:****QUESTION 15**

A user opens a service ticket for a laser printer that has paper jams. Lately, jamming has become more frequent. The technician recreates the problem and checks the printer logs for more information about the printer. Which of the following choices are MOST likely fixes to this problem? (Select TWO).

- A. Clean and inspect the laser drum assembly
- B. Clean and inspect the entire paper path
- C. Use the printer maintenance kit to replace parts
- D. Replace the paper exit assembly switch
- E. Clean and replace the paper out sensor
- F. Clean the fuser cold roller and verify fuser operation

Correct Answer: BC

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 16

The technician would like to upgrade a workstation by adding a USB 3.0 card, and upgrading the video card, sound card, and NIC. The technician is concerned about power consumption by the expansion cards. Which of the following upgrades would MOST likely require also upgrading the power supply?

- A. Video card
- B. USB 3.0 card
- C. Sound card
- D. Network card

Correct Answer: A

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 17

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

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

Correct Answer: A
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25**

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 26**

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: Networking

Explanation**Explanation/Reference:****QUESTION 27**

A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

- A. BNC
- B. RJ-12
- C. RJ-45
- D. ST
- E. F-connector

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 28

Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

- A. The hub did not provide PoE
- B. The hub had too many collisions
- C. The hub was out of ports
- D. The hub had a bad port

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 29

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

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

Correct Answer: C

Section: Networking**Explanation****Explanation/Reference:****QUESTION 30**

Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

- A. NFC
- B. Bluetooth
- C. Hotspot
- D. Tethering

Correct Answer: C

Section: Mobile Devices**Explanation****Explanation/Reference:****QUESTION 31**

Android smartphones are typically different from other smartphone devices in that:

- A. Android devices use apps that are more secure than other devices.
- B. Android devices use open source operating systems.
- C. Android devices can only operate with a proprietary operating system.
- D. Android devices can receive apps from different sources.

Correct Answer: B

Section: Mobile Devices**Explanation****Explanation/Reference:****QUESTION 32**

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 33

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 34

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 35**

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 36**

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 37**

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 38

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 39

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 40**

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 41**

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 NetTroubleshooting**Explanation****Explanation/Reference:****QUESTION 42**

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 NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 43

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 NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 44

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 NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 45

A technician receives a call that a client's PC is not booting after a recent test of the building's back-up generators. When the technician arrives, it is discovered that, once powered on, there is no output display or POST beep codes. Furthermore, after 15 seconds, the system's fans begin running much louder and faster. Which of the following is the MOST likely issue?

- A. The motherboard was damaged by the power test.
- B. The PC's RAM was affected by ESD.
- C. The power supply was damaged and is nonfunctional.
- D. The hard drive was erased due to the power test.

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 46

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

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

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 47

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

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

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 48

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

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

Correct Answer: AE

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 49

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

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

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 50

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

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

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 51

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

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

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 52

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

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

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 53

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

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.
- D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 54

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

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

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 55

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

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

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 56

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 57

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 58

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 59

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 60

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 61

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 62

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 63

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 64

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 65

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 66

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 67

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 68

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 69

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 70

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?



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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 71

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 72

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 73

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 74

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 75

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 76

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 77

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 78

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 79

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 80

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 81

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 82

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 83

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

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 84

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

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 85

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

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 86

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 87

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 88

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 89

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 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

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 92

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 93

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 94

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 95

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 96

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 97

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 98

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 99

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

- A. The boot order in the BIOS is incorrect
- B. The hard drive is not formatted
- C. There is a disc in the optical drive
- D. There is insufficient memory

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

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

- A. Distorted image
- B. Dead pixels
- C. Pixelation
- D. Incorrect color palette

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 101

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

- A. FireWire card
- B. Network card
- C. Thunderbolt card
- D. Video card
- E. Sound card

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 102

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 103

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 104

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 105

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 106

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 107

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 108

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 109

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 110

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 111

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 112

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 113

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 114

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

- A. SLI Video Card
- B. DVD-ROM Drive
- C. USB Port
- D. Serial Port Card

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 115

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:



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

QUESTION 116

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 117

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:

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

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 118

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 119

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 120

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 121

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 122

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 123

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

<http://computer.howstuffworks.com/inkjet-printer.htm>

QUESTION 124

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

<http://computer.howstuffworks.com/liquid-cooled-pc.htm>

QUESTION 125

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

- A. 802.11a

- B. 802.11b
- C. 802.11bg
- D. 802.11g
- E. 802.11n

Correct Answer: AE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 126

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

- A. Digitizer
- B. Touch screen
- C. Barcode reader
- D. Camera

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 127

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 128

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 129

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 130

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

- A. IP address of the printer
- B. MAC address of the printer
- C. Subnet mask of the network
- D. Firmware version of the printer

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 131

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

- A. Printers and Devices
- B. Devices and Printers
- C. Printers and Faxes
- D. Devices

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_win_dow

QUESTION 132

A technician has been asked to share a laser printer amongst the users in an HR workgroup.

The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

- A. 802.11x
- B. PAN

- C. USB
- D. Infrared (IR)

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 133

RAID 5 requires a minimum of how many hard drives?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 134

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

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

Correct Answer: AE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 135

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 136

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 137

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

- A. Multi Mode
- B. Dual Channel
- C. Triple Channel

D. Single Channel

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 138

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 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

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 142

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 143

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 144

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 145

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 146

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 147

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 148

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 149

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 150

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 151

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 152

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 153

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

- A. Enable QoS
- B. Enable SSID Broadcast
- C. Enable WPS
- D. Enable MAC filtering

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 154

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 155

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 156

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 157

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

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

Correct Answer: A

Section: Mix Questions**Explanation****Explanation/Reference:****QUESTION 158**

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 159**

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 160

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 161

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 162

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 163

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

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 164

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 165

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 166

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 167

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

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 168

Which of the following displays has the HIGHEST Hz frequency?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 169

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 170

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 171

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 172

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

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

Correct Answer: B

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 173**

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 174**

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

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

Correct Answer: B

Section: Mix Questions

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

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 176

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 177

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 178

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 179

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 180

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

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

Correct Answer: AE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 181

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 182

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 183

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 184

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



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

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

Correct Answer: B

Section: Mix Questions

Explanation

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

Explanation/Reference:

QUESTION 185

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

- A. 1366
- B. 1155
- C. 940
- D. LGA
- E. F

Correct Answer: CE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 186

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 187

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

- A. eSATA

- B. PCI express
- C. Southbridge
- D. Northbridge

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 188

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 189

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 190

A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

- A. Download the newest motherboard drivers
- B. Enable TPM
- C. Review the vendor laptop documentation
- D. Flash the BIOS

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 191

A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

- A. Place a jumper on both the MA and CS jumper block of the secondary drive.
- B. Place a jumper on the MA jumper block of the secondary drive.
- C. Place a jumper on both the SL and CS jumper block of the secondary drive.
- D. Place a jumper on the SL jumper block of the secondary drive.

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 192

USB 2.0 and which of the following ports share the same connector?

- A. Micro USB 2.0

- B. Mini USB 2.0
- C. Micro USB 3.0
- D. USB 3.0

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 193

Which of the following characteristics is generally found on a docking station that port replicators do not offer?

- A. Replicators usually have most USB ports than docks.
- B. Docks generally do not need separate power to function.
- C. Docks have independent hardware that replicators lack.
- D. Replicators have additional NIC that docks lack.

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 194

Which of the following RAM types supports triple channel configurations?

- A. RAMBUS
- B. DDR
- C. DDR3
- D. DDR2

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 195

Which of the following devices would provide protection for electronic equipment in an area prone to intermittent, unstable power?

- A. Power strip
- B. Surge suppressor
- C. Uninterruptible power supply
- D. Line conditioner

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 196

Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6
- E. RAID 10

Correct Answer: BE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 197

A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

- A. The materials within the cathode ray tube are harmful.
- B. They are heavier than LCD monitors and therefore require special disposal.

- C. The glass of the tube can easily break and cause serious injury.
- D. The rays of the cathode can cause blindness if someone is exposed.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 198

Jot, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A. Dual voltage options
- B. UPS
- C. Inverter
- D. Micro-ATX connector

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 199

Which of the following is a standard Intel processor socket type?

- A. F
- B. 754
- C. 940
- D. LGA

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 200

Which of the following expansion slots is MOST commonly used for high-end video cards?

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 201

Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

- A. USB
- B. SATA
- C. DVI
- D. FireWire
- E. HDMI

Correct Answer: CE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 202

After a technician installs a video card, which of the following should the technician configure NEXT?

- A. Resolution
- B. Colors
- C. Dots per inch

D. Refresh rate

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. tracer
- 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. 192.168.10.0/25

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 206

A user, Ann, logs in to her computer and receives an error that states this IP address is already in use. All computers are assigned dynamic IP addresses. When following best practice, which of the following commands should the technician run? (Choose two.)

- A. Ipconfig
- B. Ipconfig/release
- C. Ipconfig/flusdns
- D. Ipconfig/renew
- E. Ipconfig/?
- F. Ipconfig/all

Correct Answer: BD

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 207

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 208

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 209

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 210

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 211

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 the cartridge
- C. Reinstall the printer drivers
- D. Replace the ink cartridge

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 212

A user of a high-end workstation requires a Blu-Ray re-writable drive to be installed. The PC has available USB 2.0 ports, an Open expansion slot but no open drive bay. Which of the following would allow the Blu-Ray writer the FASTEST operational speed?

- A. Install an eSATA BDXL drive
- B. Install a USB 3.0 card, and connect a BDXL drive
- C. Connect the BDXL to a USB 2.0 port
- D. Add an internal BDXL drive.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 213

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 properly
- D. The Ink has not fully dried

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 214

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 215

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 216

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 217

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 218

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 219

A user needs access to a shared mailbox inside the mobile mail application through the company's cloud-based email service. Which of the following protocols is

required to make this possible?

- A. IMAP
- B. S/MIME
- C. SMTP
- D. SNMP

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 220

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 221

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 222

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 223

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 224

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 225

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 226

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 227

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 228

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 229

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 230

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. PCMCIA card

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 231

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 232

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 monitor's issue?

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 233

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 234

A 27 in (68.6 cm) analog monitor display shows the left and right sides are bulging outward. Which of the following should the technician performance FIRST to remedy the issue?

- A. Decrease contrast.
- B. Increase trapezoid.
- C. Increase gamma.
- D. Decrease pin cushion.

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 235

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



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- A. 2 DIMMs
- B. 4DIMMs

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- C. 6DIMMs
- D. 8DIMMs

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 236

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 237

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 238

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 239

A technician is troubleshooting a server RAID array that shows the following error:

"DRIVE 0 Not Found"

Which of the following should be checked FIRST in this scenario?

- A. SATA cable
- B. HDD jumper settings
- C. BIOS update
- D. Boot sector configuration

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 240

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 241

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 242

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 243

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 244

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 245

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 246

Which of the following devices can be used to connect multiple devices within a network without broadcasting to every network port?

- A. Unmanaged switch
- B. HUB
- C. Firewall
- D. Cable modem

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 247

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 248

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 249

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 250**

A user states a PC keeps shutting down. The problem started this morning and now the PC powers off after a few minutes. The technician verifies that the PC is plugged into a UPS and that the power supply fan is functioning properly. During internet examination of the PC, which of the following should the technician check NEXT?

- A. The thermal compound is adequate.
- B. The CPU cooling fan is working correctly.
- C. The power cable is seated properly on the motherboard.
- D. The power supply voltages are correct.

Correct Answer: B

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 251**

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 252**

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 253

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 254

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 255

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 256

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 257

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 258

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 259

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 260

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 261

A customer brings in a PC that recently stopped working. The technician begins diagnosis and finds the following symptoms:

- The PC turns on and all fans spin normally
- No display output is given either from onboard video or a PCIe video card.
- There are no POST beep codes at boot even with the CPU and RAM fully removed.

Which of the following is the MOST accurate conclusion based on these findings?

- A. The PSU wattage is rated too low for the components.

- B. The CMOS battery is dead and needs replacement.
- C. The PSU has its voltage switch set to 240V.
- D. The motherboard has failed and needs replacement.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 262

A technician just finished installing a PCIe video card in a workstation. Which of the following needs to be adjusted to disable the onboard video?

- A. BIOS
- B. Southbridge
- C. Northbridge
- D. CMOS

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 263

A technician notices the display flickering on a plugged-in laptop. When using the laptop in another location, the display does not flicker. Which of the following is MOST likely to cause of the issue?

- A. The laptop battery is not charging
- B. The laptop screen has failed
- C. The laptop digitizer is faulty
- D. The laptop is experiencing power fluctuations

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 264

Which of the following print technologies requires special paper to print?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 265

A technician has just installed a new ATX power supply in a PC. The technician has attached the power cable and attempted to boot the machine. The machine prompts with a POST beep code referencing issues with the CPU.

Which of the following connectors should be checked?

- A. P12 connector
- B. HDD Molex connector
- C. Fan header connectors
- D. ATX power connector

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 266

A user is giving a presentation for the third time in a single day to off-site customers. Each time the VGA output was used successfully. While preparing for another meeting, the laptop is connected to a projector and the laptop displays an incompatible VGA mode error. Which of the following could be the cause?

- A. The laptop is forcing a resolution that is too high
- B. The laptop is forcing a resolution that is too low
- C. The projector does not support extended display mode
- D. The graphic card in the laptop does not support VGA

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 267

A technician receives multiple calls from users stating that documents submitted to a shared printer are not printing. The technician can ping the device to confirm it is powered on and connected to the network. The technician successfully prints a test page from the device control panel. Which of the following should the technician perform NEXT?

- A. Reinstall the print drivers
- B. Restart the print spooler
- C. Reconfigure TCP/IP settings
- D. Remove and reinstall the printer

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 268

A user's laptop will not power on because of a system board failure. The user has important documents stored on the laptop. Which of the following should the technician perform so the user can access the documents?

- A. Boot from a USD drive and copy all the files.
- B. Replace the desktop drive with the removed laptop drive.
- C. Run file recovery on the laptop to restore the files.
- D. Place the hard drive in an external enclosure.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 269

During an inspection, it was found that data racks were not properly grounded. To pass the inspection and address a growing concern to project data cabling and equipment, a technician must make sure all racks are properly grounded. Which of the following tools should the technician use to verify this has been completed?

- A. Multimeter
- B. Cable tester
- C. Tone generator
- D. Voltmeter

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 270

A custom-built gaming PC is dropping frames while playing a graphic-intensive video game, making it unplayable. Which of the following should be reviewed as potential bottlenecks? (Choose four.)

- A. Amount of available RAM
- B. Number of available IP addresses
- C. Amount of free hard drive space
- D. Number of hard drives
- E. Video card
- F. Monitor refresh rate
- G. Number of connected peripherals
- H. Central processing unit

Correct Answer: AEFH

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 271

Replacement of which of the following components on a laptop will typically require reinstallation of the OS?

- A. Optical drive
- B. RAM modules
- C. Hard disk
- D. CMOS battery

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 272

A technician receives the following message at bootup: OS not found. The technician notices a flash drive inserted. Which of the following actions should the technician take FIRST?

- A. Reinstall the OS.
- B. Remove the USB device.
- C. Reformat the hard disk.
- D. Modify the boot.ini file.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 273

A user reports all printouts from a laser printer print so that the words smear when touched. Which of the following should the technician perform to BEST resolve the issue?

- A. Install a new toner cartridge.

- B. Calibrate the print heads.
- C. Reinstall specialized paper.
- D. Clean the heating element.
- E. Replace the fuser.

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 274

A user reports the computer network seems slow. The user's office had one network port available, but the user needed to add more network devices. The user located an older network device that allowed multiple connections. However, the network performance decreased due to collisions. Which of the following explains the cause of this issue?

- A. The user connected a bridge.
- B. The user connected a router.
- C. The user connected a switch.
- D. The user connected a hub.

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 275

A user reports a computer pauses for a long time when opening files in the music library after importing an existing music library from another device. After backing up the data, which of the following would BEST resolve this problem?

- A. Defragment the physical drive.
- B. Perform a zero fill of the hard drive.
- C. Conduct a quick format of the affected hard drive.
- D. Run a surface-level scan on the hard drive.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 276

Which of the following types of network configurations would a university with a network spread across a large city MOST likely use?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 277

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 278

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 279

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 280

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 281

Which of the following does IPv6 use to autoconfigure nodes?

- A. APIPA
- B. Neighbor discovery
- C. CIDR
- D. Address resolution protocol

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 282

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 283

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 284

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 285

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 286

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 287

A laptop user wants to connect three screens to a computer. The computer only has VGA and HDMI outputs. Which of the following would enable the user to accomplish this? (Select two.)

- A. USB-to-RJ-45 adapter
- B. DisplayPort-to-HDMI adapter
- C. Docking station
- D. NFC
- E. Bluetooth
- F. USB-to-DVI adapter

Correct Answer: CF

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 288

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 289

Which of the following types of devices MOST likely uses electronic ink technology?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 290

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 291

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

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 292

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 293

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 294

A technician is trying to share an Internet connection from a mobile phone to a Windows 8 laptop. Which of the following wireless connections should the technician use to share the connection?

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 295

Which of the following interconnects devices to make a star topology?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:



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