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220-901

CompTIA A+ Certification Exam

**Sections**

1. Mobile Devices
2. Hardware NetTroublshooting
3. Mix Questions

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## Exam A

### QUESTION 1

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?



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

**Correct Answer:** A

**Section:** Mobile Devices

**Explanation**

**Explanation/Reference:**

### QUESTION 2

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

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

**Correct Answer:** B

**Section:** Mobile Devices

**Explanation**

**Explanation/Reference:**

**QUESTION 3**

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

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

**Correct Answer:** A

**Section:** Mobile Devices

**Explanation**

**Explanation/Reference:**

**QUESTION 4**

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 5**

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

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

**Correct Answer: D**  
**Section: Mobile Devices**  
**Explanation**

**Explanation/Reference:**

**QUESTION 6**

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 7**

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 8**

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 9**

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

- A. Download a different file from the website
- B. Rename the extension of the file to a known extension
- C. Verify the MD5 hash of the downloaded file
- D. Mount the file as an emulated DVD

**Correct Answer:** D

**Section:** Mobile Devices

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

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



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

**Correct Answer:** D

**Section:** Mobile Devices

**Explanation**

**Explanation/Reference:**

#### **QUESTION 11**

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 12**

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

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

**Correct Answer:** A

**Section: Mobile Devices****Explanation****Explanation/Reference:****QUESTION 13**

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 14**

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

- A. nslookup
- B. ipconfig
- C. nbtstat
- D. ping
- E. tracert

**Correct Answer: E**

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

**QUESTION 15**

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 16**

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 17**

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



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

**Correct Answer: A**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 18**

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 19**

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 20**

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

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

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

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).



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- 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

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**Correct Answer:** AE

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

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 23**

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

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

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

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 25**

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 26**

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

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

**Correct Answer: B**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

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

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

**Correct Answer: B**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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 29**

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

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

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

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

**Correct Answer: A**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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

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

D. netstat

**Correct Answer:** B

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

### **QUESTION 32**

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

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

**Correct Answer:** A

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

### **QUESTION 33**

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

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

**Correct Answer:** D

**Section:** Hardware NetTroubleshooting

**Explanation**

**Explanation/Reference:**

**QUESTION 34**

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 35**

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 36**

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



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

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

### **QUESTION 37**

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

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

**Correct Answer: D**

**Section: Hardware NetTroubleshooting**

**Explanation**

**Explanation/Reference:**

### **QUESTION 38**

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

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

**Correct Answer: D**

**Section: Hardware NetTroubleshooting**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 39**

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

- A. Reseat the drive cable in the array.
- B. Replace the RAID controller.
- C. Replace the faulty drive in the array.
- D. Reinstall the RAID drivers.

**Correct Answer: C**

**Section: Hardware NetTroubleshooting**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 40**

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

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

**Correct Answer: D**

**Section: Hardware NetTroubleshooting**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 41**

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 42**

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 43**

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service.

Which of the following is missing from the customer's smartphone?

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 44**

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 45**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

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

- A. Disable SSID broadcast
- B. Setup UPnP
- C. Enable QoS
- D. Configure DMZ

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 47**

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 48**

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 49**

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 50**

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 51**

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 52**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 54**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

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 56**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

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 58**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 59**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 60**

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 61**

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 62**

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 63**

A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?



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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 64**

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 65**

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 66**

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 67**

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 68**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 69**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 70**

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 72**

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

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

**Correct Answer:** A

**Section:** Mix Questions

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 73**

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

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

**Correct Answer: C**

**Section: Mix Questions**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 74**

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

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

**Correct Answer: B**

**Section: Mix Questions**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 75**

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



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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 76**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 77**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

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

- A. Proxy
- B. Switch

- C. Firewall
- D. Router

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 81**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 82**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 83**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 84**

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

- A. Fitness monitor
- B. e-Reader
- C. Smartwatch
- D. Smartphone

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 85**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 86**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 87**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 88**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 89**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation****Explanation/Reference:****QUESTION 90**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 91**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 92**

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



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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 93**

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 94**

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

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

**Correct Answer:** A



**Section: Mix Questions****Explanation****Explanation/Reference:****QUESTION 95**

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

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

**Correct Answer: C**

**Section: Mix Questions****Explanation****Explanation/Reference:****QUESTION 96****SIMULATION**

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

Wireless Name: Library  
New Router Password: Secure\$1

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





## Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

### WIRELESS NETWORK SETTINGS:

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☒

802.11g Only Mode: ☐

### WIRELESS SECURITY MODE:

Security Mode:

### WEP:

Default WEP Key:

WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:





## Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses



MAC Address



00:0A:BF:03:C4:54



09:2C:D0:22:3F:11









## Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

### ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

**Correct Answer:** Make the changes as shown below

**Section: Mix Questions**

**Explanation**

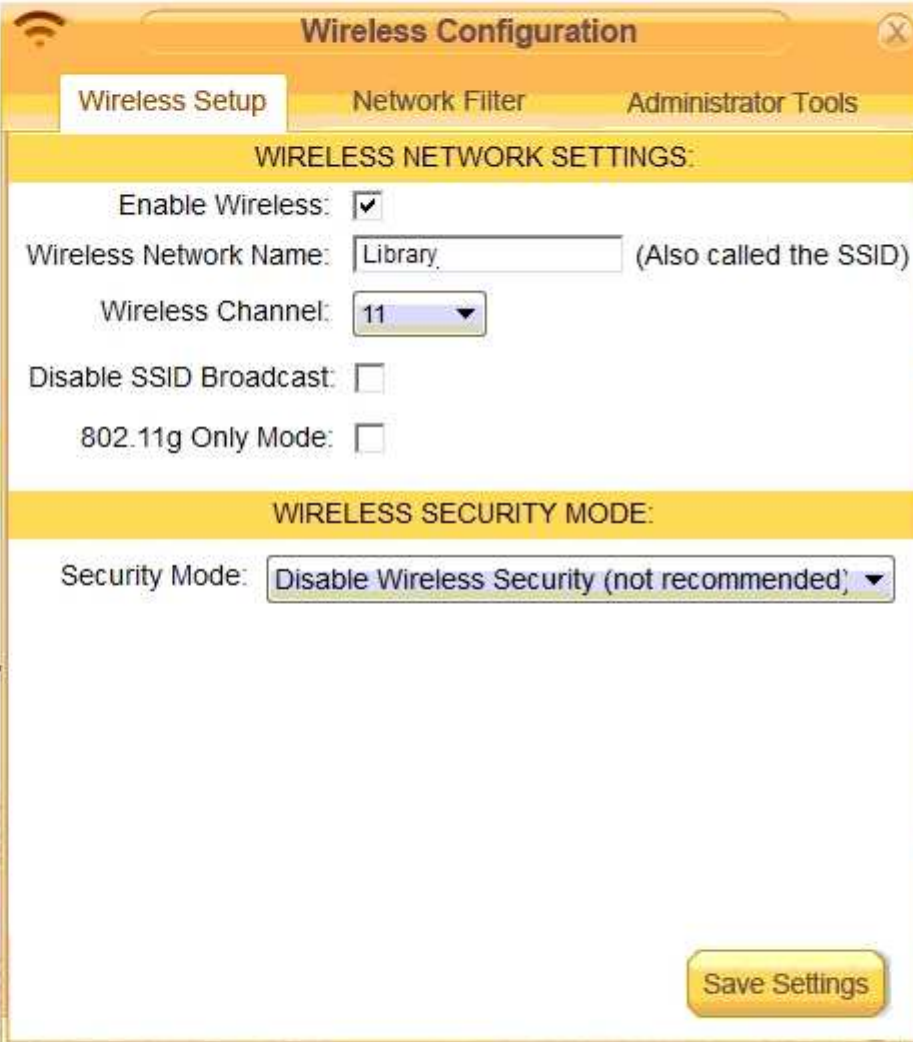
**Explanation/Reference:**



# Wireless Distribution Diagram

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

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



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

**Wireless Configuration**

Wireless Setup   Network Filter   Administrator Tools

**WIRELESS NETWORK SETTINGS:**

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

**WIRELESS SECURITY MODE:**

Security Mode:

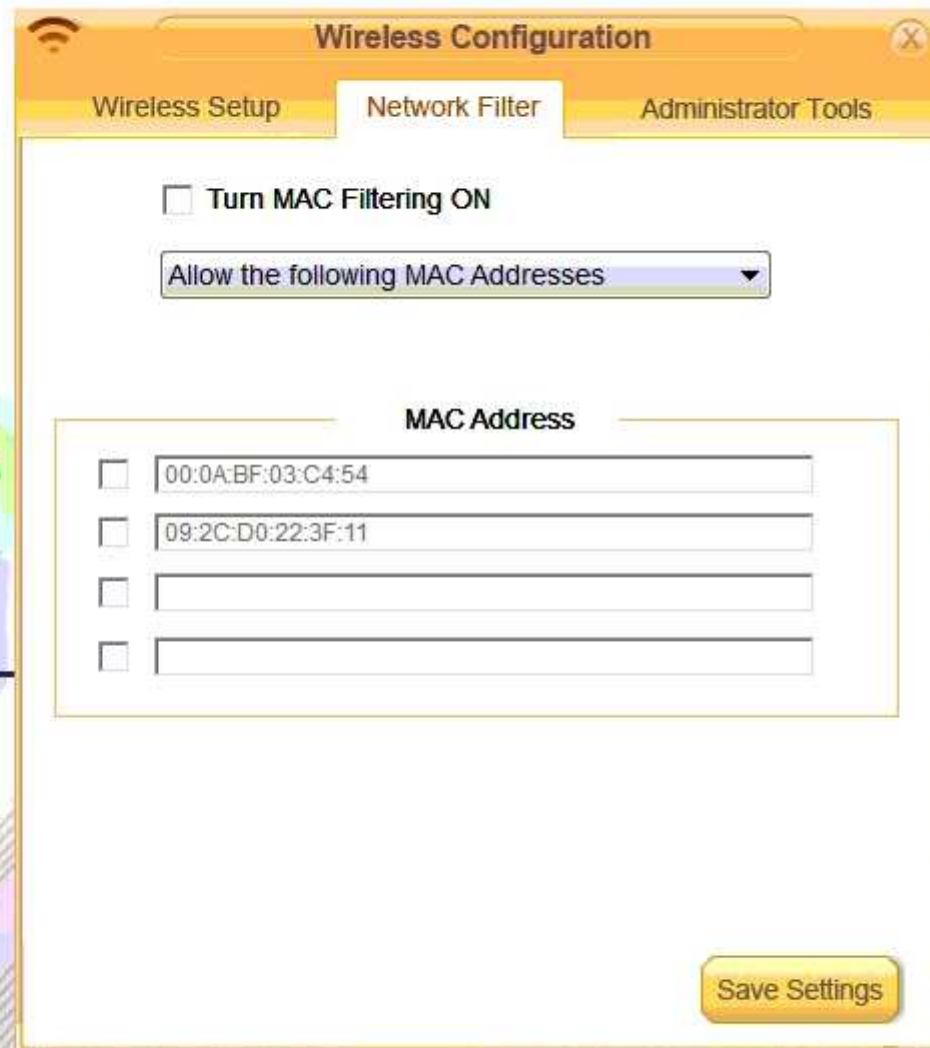
Save Settings

Turn off MAC filtering:

# Wireless Distribution Diagram

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

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

A screenshot of a 'Wireless Configuration' dialog box. The dialog has a title bar with a wireless signal icon and a close button. It contains three tabs: 'Wireless Setup', 'Network Filter' (which is selected), and 'Administrator Tools'. Under the 'Network Filter' tab, there is a checkbox for 'Turn MAC Filtering ON' which is currently unchecked. Below this is a dropdown menu showing 'Allow the following MAC Addresses'. Underneath the dropdown is a section titled 'MAC Address' containing four rows, each with a checkbox and a text input field. The first two rows are pre-filled with the MAC addresses '00:0A:BF:03:C4:54' and '09:2C:D0:22:3F:11'. The last two rows are empty. At the bottom right of the dialog is a 'Save Settings' button.

**Wireless Configuration**

Wireless Setup   Network Filter   Administrator Tools

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

**MAC Address**

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

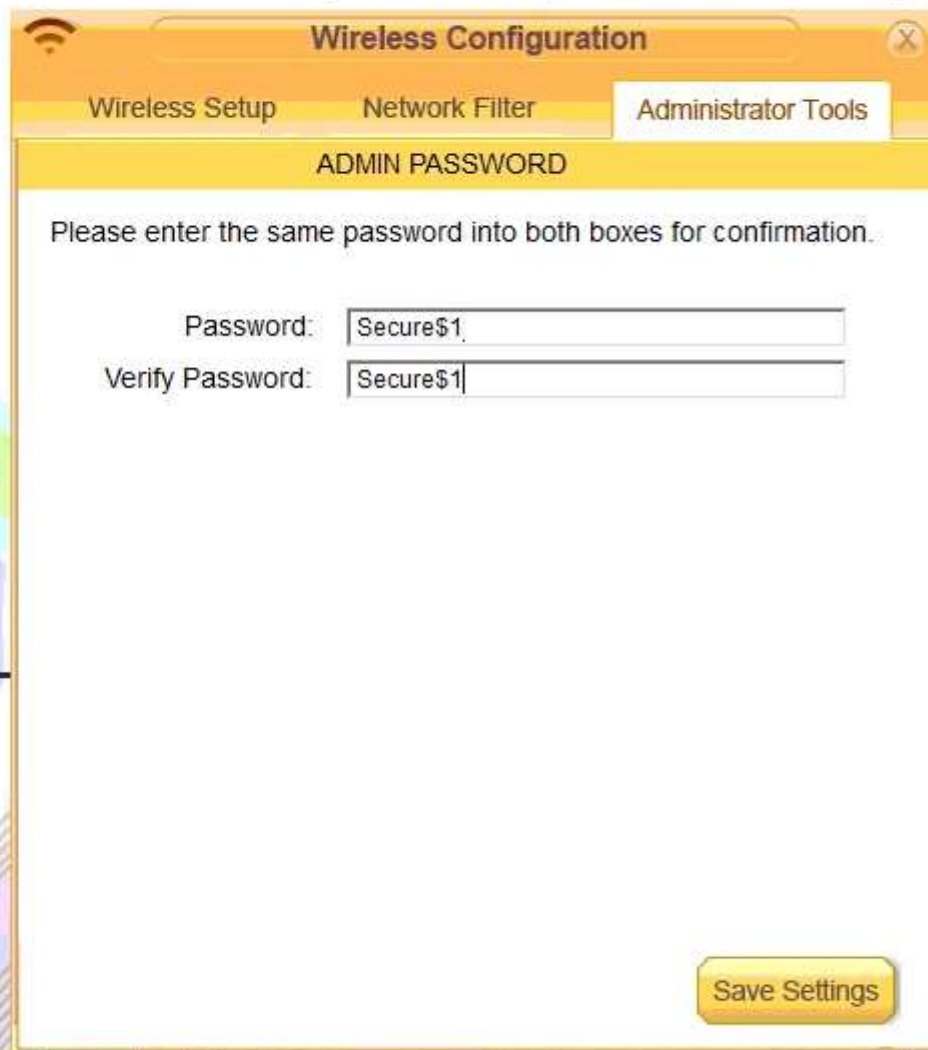
Save Settings

Change the router password:

# Wireless Distribution Diagram

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

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



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

**Wireless Configuration**

Wireless Setup   Network Filter   **Administrator Tools**

**ADMIN PASSWORD**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

**Save Settings**

**QUESTION 97**

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 98**

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 99**

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

- A. North Bridge

- B. South Bridge
- C. PCIe slot
- D. CMOS battery

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 100**

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 101**

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 102**

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

- A. Digitizer
- B. Thunderbolt
- C. Docking station
- D. Desktop mode

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 103**

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 104**

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 105**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 106**

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 107**

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 108**

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 109**

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 110**

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 111**

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 112**

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 113**

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 114**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 115**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 116**

DRAG DROP

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

**Select and Place:**

<b>Class A</b>	<input type="text"/>
<b>APIPA</b>	<input type="text"/>
<b>Private</b>	<input type="text"/>
<b>Loopback</b>	<input type="text"/>
<b>Multicast</b>	<input type="text"/>

172.199.35.9

127.0.0.1

224.30.2.100

11.199.127.2

169.254.30.21

Correct Answer:

<b>Class A</b>	11.199.127.2
<b>APIPA</b>	169.254.30.21
<b>Private</b>	172.199.35.9
<b>Loopback</b>	127.0.0.1
<b>Multicast</b>	224.30.2.100

Section: Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 117**

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



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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 118**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

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**QUESTION 119**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.ehow.com/how-does\\_5011808\\_inverter-work-laptop.html](http://www.ehow.com/how-does_5011808_inverter-work-laptop.html)

**QUESTION 120**

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 121**

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

- A. Class A
- B. Class B

- C. Class C
- D. Class D
- E. Class E

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 122**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 123**

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 124**

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

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

Explanation:

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

**QUESTION 125**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 126**

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

- A. DL DVD Burner
- B. LTO Drive

- C. CD Burner
- D. Blu-Ray Burner

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 127**

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

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 128**

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 129**

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 130**

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 131**

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 132**

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 133**

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 134**

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 135**

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 136**

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 137**

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

- A. Discharge all capacitors inside the PSU
- B. Remove all jewelry
- C. Ensure the PSU is plugged into a grounded electrical socket
- D. Ensure humidity levels within the room are lowered
- E. Put on an anti-static wrist strap

**Correct Answer:** BE

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 138**

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 139**

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 140**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 141**

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 142**

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 143**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 144**

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

- A. CAT5e
- B. Single-mode fiber
- C. Multi-mode fiber
- D. CAT6

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 145**

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 146**

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



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- A. File and printer sharing
- B. Internet connection sharing
- C. Enable printer duplexing
- D. USB hub

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 147**

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 148**

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 149**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 150**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 151**

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 152**

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 153**

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

- A. Install a manufacturer recommended maintenance kit
- B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers

- C. Install the fuser and also replace the high voltage power supply
- D. Install the fuser as the paper jams were probably also caused by the defective fuser

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 154**

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

Explanation:

<http://searchstorage.techtarget.com/definition/network-attached-storage>

#### **QUESTION 155**

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 156**

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 157**

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 158**

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 159**

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 160**

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 161**

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 162**

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 163**

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 164**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 165**

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 166**

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

- A. Software only
- B. Bluetooth
- C. Function keys
- D. WiFi switch

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 167**

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 168**

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

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

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

**Explanation/Reference:**

**QUESTION 169**

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 170**

Most notebook PCs have their WiFi antenna located in the:



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

**Correct Answer:** D  
**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 171**

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 172**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 173**

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 174**

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

- A. Windows XP Professional 64-bit
- B. Windows XP Professional
- C. Windows XP Media Center
- D. Windows XP Home

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 175**

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

- A. 127.0.0.1
- B. 255.0.0.0
- C. 255.255.255.0
- D. 255.255.255.254

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 176**

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 177**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 178**

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 179**

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 180**

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 181**

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 182**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 183**

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

- A. TPM
- B. Virtualization support
- C. BIOS security

D. Boot order

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 184**

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 185**

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

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

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 186**

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 187**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 188**

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 189**

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

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

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

**Explanation/Reference:**

**QUESTION 190**

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

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

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

**Explanation/Reference:**

**QUESTION 191**

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 192**

Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

- A. RJ-45
- B. Parallel
- C. RJ-11
- D. BNC

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 193**

Which of the following types of device cable types are used to connect output devices such as printers and scanners?

- A. Parallel

- B. eSATA
- C. IDE
- D. PATA

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 194**

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 195**

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 196**

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 197**

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 198**

Which of the following adapters causes the LEAST amount of signal loss?

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



D. S-video to RCA

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 199**

Which of the following are factors when designing a home theater PC?

- A. Wireless NIC
- B. Audio frequency
- C. Video refresh rate
- D. Video output

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 200**

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

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

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 201**

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

- A. The main motherboard is plugged in backward.
- B. The wattage is less than the original supply.
- C. The power cable is the wrong type.
- D. The voltage selector is incorrectly set.

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 202**

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 203**

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 204**

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 205**

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 206**

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

- A. USB Type A connector
- B. F-connector
- C. FireWire connector
- D. VGA

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

**Explanation/Reference:**

**QUESTION 207**

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

- A. WPA2 Enterprise with AES
- B. WAP with PSK
- C. WPA2 Enterprise with TKIP
- D. WPA with TKIP

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

**Explanation/Reference:**

**QUESTION 208**

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

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 209**

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 210**

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

- A. The print server is receiving error codes.
- B. The toner cartridge is leaking
- C. The fuser is not functioning property
- D. The Ink has not fully dried

**Correct Answer:** C

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

**Explanation/Reference:**

**QUESTION 211**

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 212**

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 213**

Which of the following monitor has a type of “privacy filter” characteristic by default?

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 214**

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 215**

A user needs a drive system that offers redundancy while providing the fastest read/write speeds possible. Which of the following RAID configurations should a technician configure in the user's workstation?

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

**Correct Answer:** D

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 216**

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

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 217**

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

- A. Print services
- B. Host services
- C. IP address
- D. DNS server address
- E. CDFS
- F. POST service

**Correct Answer: CD**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**



**QUESTION 218**

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

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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 219**

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?



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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 220**

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 221**

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 222**

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

- A. 2 DIMMs
- B. 4DIMMs
- C. 6DIMMs

D. 8DIMMs

**Correct Answer:** C

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 223**

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

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 224**

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](https://en.wikipedia.org/wiki/I/O_Controller_Hub)

**QUESTION 225**

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 226**

One of the functions of a CMOS battery is to:

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 227**

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 plugged into a UPS and that the power supply fan functioning properly. During internet examination of the PC, while of the following should the technician check NEXT?

- A. The thermal compound 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 228**

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

- A. Web camera
- B. Smartphone
- C. Smart watch
- D. Smart glasses

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 229**

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

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 230**

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 231**

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

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

**Correct Answer:** BD

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 232**

A technician is adding a second processor to the motherboard of a workstation. Which of the following does the technician need to apply to ensure proper cooling of the new processor? (Select two.)

- A. Hyper-threading

- B. Temperature sensor
- C. GPUclocking CPU
- D. Thermal paste
- E. Fans

**Correct Answer:** DE

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 233**

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 234**

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 235**

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 236**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 237**

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



FIRST to resolve the issue?

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 238**

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

Which of the following is the MOST likely problem?

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

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 239**

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 240**

A technician receives a call from a user about printing issues. When the technician arrives, the laser printer is sporadically printing clear images, and toner dust is visible on the pages. The technician uses an appropriate toner vacuum to clean up the excess toner and decides it is time to perform maintenance on the printer. Which of the following items should the technician replace in the printer to resolve the issues? (Choose two.)

- A. Transfer roller
- B. Duplexing assembly
- C. Fuser assembly
- D. Pickup roller
- E. Heating element
- F. Imaging drum

**Correct Answer:** CF

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 241**

Which of the following cable types uses RCA connectors to carry HD video?

- A. DVI
- B. Component
- C. Composite
- D. HDMI

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 242**

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 243**

Which of the following encryption types is used with WPA2?

- A. TKIP
- B. SSH
- C. AES
- D. SSL

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 244**

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 245**

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform BEST to resolve this issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 246**

An IT vendor gives a technician the following address on a support call: 192.168.15.2/32. Which of the following BEST describes the address provided by the vendor?

- A. IPv4 address in subnet mask format
- B. IPv4 address in CIDR format

- C. IPv6 address in CIDR format
- D. IPv6 address in subnet mask format

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 247**

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 248**

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 249**

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 250**

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 251**

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 252**

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

- A. The connection is throttled
- B. There is a low RFID signal
- C. SSID is not found
- D. It is out of range

**Correct Answer:** A

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 253**

A user needs a device that meets all of the following criteria:

1. Longest possible battery life
2. Best-in-class viewing experience for printed text only
3. Wireless download capability for new content

Which of the following devices would BEST meet the user's requirements?

- A. OLED laptop
- B. E-reader
- C. Tablet
- D. Smartphone

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 254**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 255**

A customer's laptop display has suddenly become very dim. The image on the display can only be seen with a bright, external light, as adjusting the brightness/contrast does not cause much change. Which of the following components MOST likely needs to be replaced?

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

**Correct Answer: B**

**Section: Mix Questions**



**Explanation**

**Explanation/Reference:**

