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220-901

CompTIA A+ Certification Exam

Sections

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

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Exam A

QUESTION 1

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



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

Correct Answer: BC

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 2

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

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

Correct Answer: A

Section: Hardware

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Explanation

Explanation/Reference:

QUESTION 3

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

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

Correct Answer: B

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 4

Which of the following Internet connection types is known to have a significantly higher latency than the others?

- A. Cable
- B. Satellite
- C. DSL
- D. Fiber

Correct Answer: B

Section: Hardware

Explanation

Explanation/Reference:

QUESTION 5

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

- A. When the machine is using IPv6

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

Correct Answer: C

Section: Networking

Explanation

Explanation/Reference:

QUESTION 6

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

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

Correct Answer: D

Section: Networking

Explanation

Explanation/Reference:

QUESTION 7

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

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

Correct Answer: A

Section: Networking

Explanation

Explanation/Reference:

QUESTION 8

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

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

Correct Answer: B

Section: Networking

Explanation

Explanation/Reference:

QUESTION 9

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

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

Correct Answer: A

Section: Networking

Explanation

Explanation/Reference:

QUESTION 10

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



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

Correct Answer: D

Section: Networking

Explanation

Explanation/Reference:

QUESTION 11

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

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

Correct Answer: C

Section: Networking

Explanation

Explanation/Reference:

QUESTION 12

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

- A. Ethernet cable tester

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

Correct Answer: B

Section: Networking

Explanation

Explanation/Reference:

QUESTION 13

A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

- A. a
- B. ac
- C. b
- D. g
- E. n

Correct Answer: B

Section: Networking

Explanation

Explanation/Reference:

QUESTION 14

Joe, a technician, is tasked to install a new client machine. He notices the machine is not getting any network connectivity. He tests the network cable between the PC and the network jack and confirms it is good. Joe goes to the network closet and finds several network cables not connected to the switch. Which of the following tools would Joe use to determine which cable goes back to the correct network jack?

- A. Loopback plug
- B. Toner probe
- C. WiFi analyzer
- D. Punchdown tool

Correct Answer: B

Section: Networking**Explanation****Explanation/Reference:****QUESTION 15**

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

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

Correct Answer: B

Section: Networking**Explanation****Explanation/Reference:****QUESTION 16**

Which of the following is a public IP address?

- A. 10.45.xxx.xxx
- B. 169.254.xxx.xxx
- C. 173.16.xxx.xxx
- D. 192.168.xxx.xxx

Correct Answer: C

Section: Networking**Explanation****Explanation/Reference:****QUESTION 17**

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

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

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 18

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

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

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 19

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

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

Correct Answer: C

Section: Networking**Explanation****Explanation/Reference:****QUESTION 20**

A user wants to quickly share pictures between mobile devices. The devices will be in close proximity so the necessity of a third party service and/or another networking device is not required. Which of the following is the BEST option for this scenario?

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

Correct Answer: A

Section: Mobile Devices**Explanation****Explanation/Reference:****QUESTION 21**

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

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

Correct Answer: C

Section: Mobile Devices**Explanation****Explanation/Reference:****QUESTION 22**

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



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

Correct Answer: B

Section: Mobile Devices

Explanation

Explanation/Reference:

QUESTION 23

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

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

Correct Answer: A

Section: Mobile Devices

Explanation

Explanation/Reference:

QUESTION 24

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

- A. Lightning port

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- B. Bluetooth adapter
- C. USB optical drive
- D. NFC chip

Correct Answer: C

Section: Mobile Devices

Explanation

Explanation/Reference:

QUESTION 25

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

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

Correct Answer: C

Section: Mobile Devices

Explanation

Explanation/Reference:

QUESTION 26

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

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

Correct Answer: A

Section: Mobile Devices

Explanation

Explanation/Reference:

QUESTION 27

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 28

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

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

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 29

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

- A. chkdsk

- B. diskpart
- C. format
- D. sfc

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 30

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

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

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 31

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 32

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 33

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 34

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 35

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 36

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 37

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

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

Correct Answer: AE

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 38

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 39

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 40

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 41

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 42

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 43

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



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- A. a failing backlight.

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

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 44

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 45

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 46

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 47

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 48

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 49

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 50

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 51

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 52

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 53

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 54

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 55

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

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

Correct Answer: AB

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 56

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 57

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

- A. The MicroSD card is not installed properly.
- B. The battery needs to be replaced.
- C. The charging port is bent.
- D. The smartphone has a non-OEM cover.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 58

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 59

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 60

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 61

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 62

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 63

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 64

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



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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 65

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 66

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 67

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 68

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 69

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 70

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 71

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 72

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 73

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 74

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 75

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 76

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 77

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 78**

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 79**

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 80**

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 81

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 82

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 83

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 84

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 85

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 86

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?



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- 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 87

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.

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- 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 88

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 89

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 90

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 91

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 92

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 93

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 94

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 95**

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 96**

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 97**

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 98

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

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

Correct Answer: DE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 99

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

- A. Incoming connections on port 445 are blocked.
- B. Outgoing connections on port 443 are blocked.
- C. Incoming connections on port 143 are blocked.
- D. Outgoing connections on port 80 are blocked.

E. Outgoing connections on port 21 are blocked.

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 100

DRAG DROP

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

Select and Place:

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

Correct Answer:

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

Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 101
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

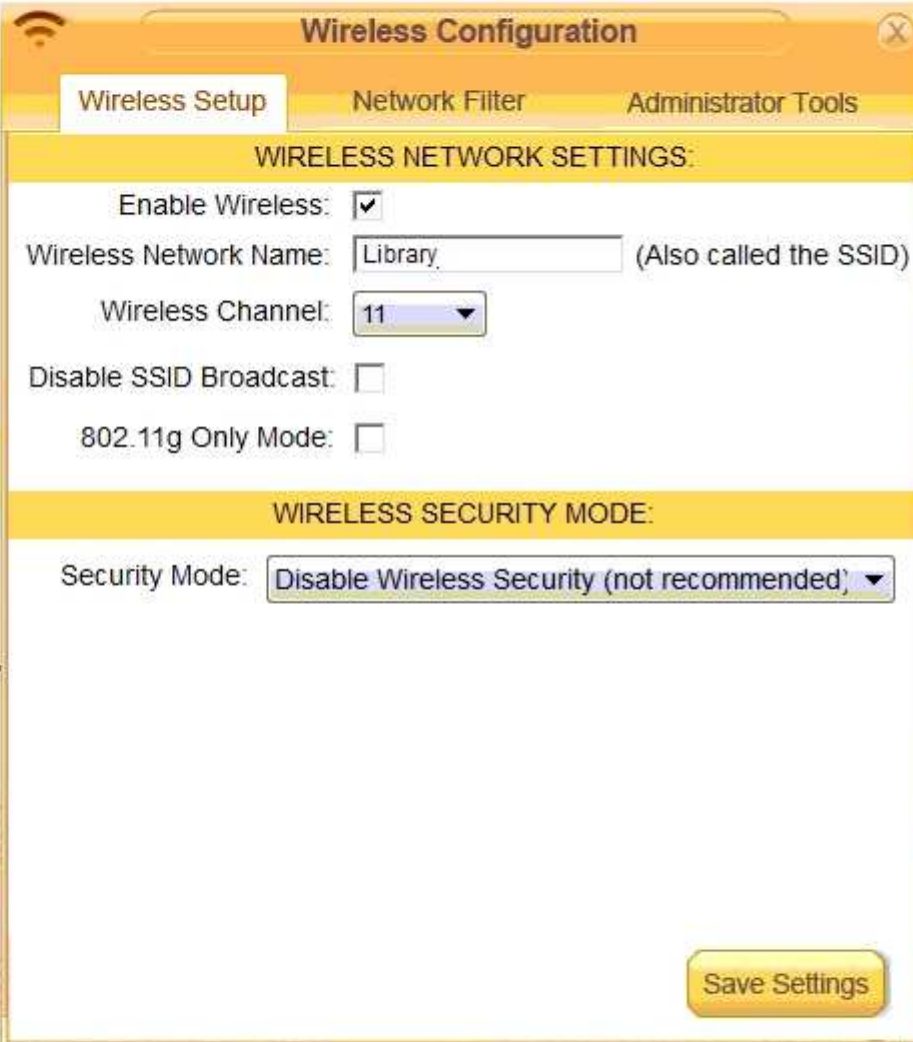
Explanation

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 sections: 'WIRELESS NETWORK SETTINGS:' and 'WIRELESS SECURITY MODE:'. In the first section, 'Enable Wireless' is checked, 'Wireless Network Name' is 'Library', 'Wireless Channel' is '11', 'Disable SSID Broadcast' is unchecked, and '802.11g Only Mode' is unchecked. In the second section, 'Security Mode' is set to 'Disable Wireless Security (not recommended)'. A 'Save Settings' button is at the bottom right.

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☒

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode:

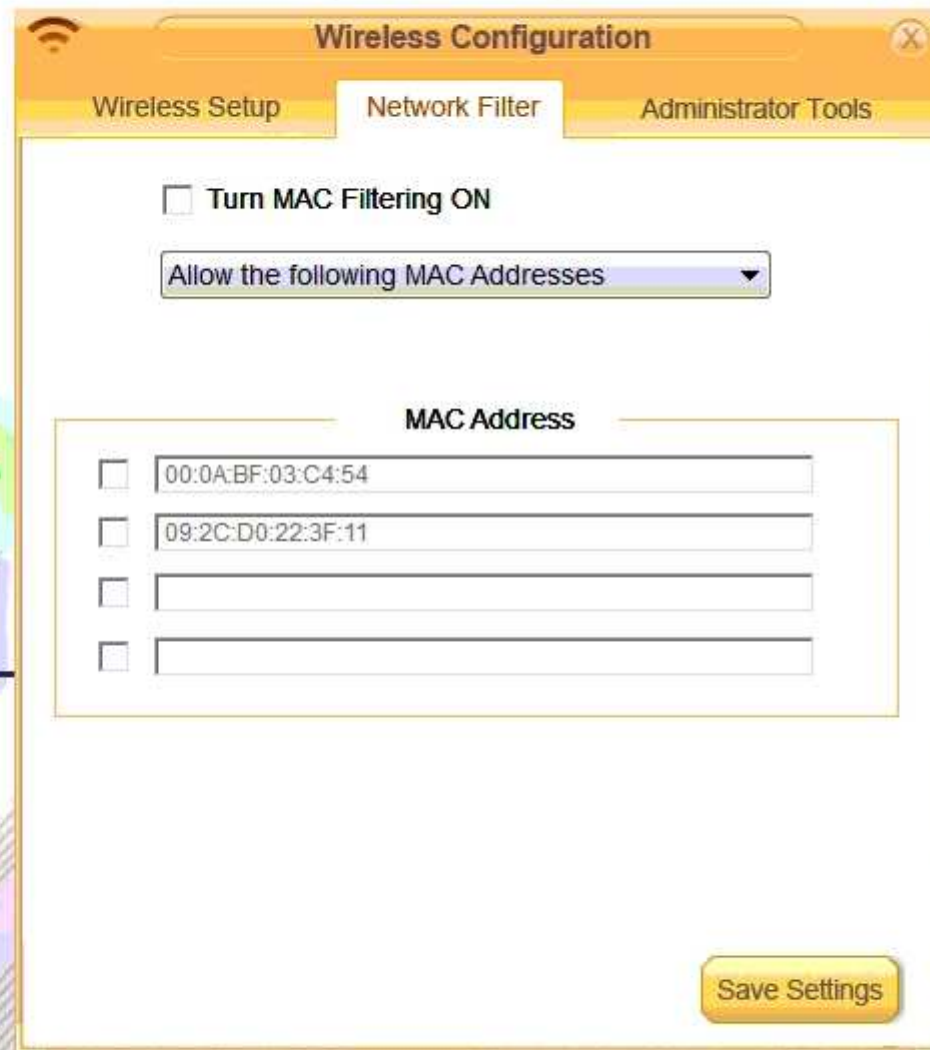
Save Settings

Turn off MAC filtering:

Wireless Distribution Diagram

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

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



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

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

☐ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address

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


Save Settings

Change the router password:

Wireless Distribution Diagram

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

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



The image shows a 'Wireless Configuration' dialog box with a yellow header and orange tabs. The 'Administrator Tools' tab is selected. Below the tabs is a section titled 'ADMIN PASSWORD' with the instruction 'Please enter the same password into both boxes for confirmation.' There are two text input fields: 'Password:' and 'Verify Password:', both containing the text 'Secure\$1'. A yellow 'Save Settings' button is 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 102

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 103

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 104

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 105

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 106

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 107

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?



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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

QUESTION 108

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

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Explanation/Reference:

Explanation:

QUESTION 109

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 110

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 111

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 112

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 113

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 114

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 115

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

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

Correct Answer: D

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 116**

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

- A. SAN

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 117

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 118

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 119

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 120

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 121

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 122

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 123

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 124

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 125

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 126

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 127

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 128

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 129

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 130

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 131

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 132

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 133

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 134

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



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- 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 135

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

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Explanation/Reference:

QUESTION 136

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 137

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 138

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 139

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 140

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 141

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 142**

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 143**

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 144

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 145

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 146**

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

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

Correct Answer: C

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 147**

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

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

Correct Answer: A

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 148**

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 149

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

Explanation:

<http://en.wikipedia.org/wiki/SCSI>

QUESTION 150

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 151

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 152

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 153

A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any

evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 154

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 155

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

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

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 156

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 157

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 158

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 159

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 160

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

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 161

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



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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

Explanation:

<http://electronics.howstuffworks.com/remote-control2.htm>

QUESTION 162

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

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

Correct Answer: B

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Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 163

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 164

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 165

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 166

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 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:

- 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

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 173

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 174

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 175

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 176

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 177

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 178

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 179

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 180

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 181

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 182

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



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

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Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 183

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 184

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 185

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 186

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 187

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 188

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 189

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 190

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

- A. RAID 0

- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 191

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 192

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 193

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 194

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 195

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 196

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 197

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

- A. The materials within the cathode ray tube are harmful.
- B. They are heavier than LCD monitors and therefore require special disposal.
- C. The glass of the tube can easily break and cause serious injury.
- D. The rays of the cathode can cause blindness if someone is exposed.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 198

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 199

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 200

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

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 201

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

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

Correct Answer: CE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 202

Which of the following connections are typically on the external PC chassis? (Select TWO).

- A. AGP
- B. SAS
- C. IEEE1394
- D. eSATA
- E. IDE

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 203

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

- A. Resolution
- B. Colors
- C. Dots per inch
- D. Refresh rate

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 204

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 205

A technician is securely accessing a remote router to check the running configuration. To do so the technician need to an application that utilizes which of the following protocols?

- A. Telnet
- B. RDP
- C. LDAP
- D. SSH

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 206

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 207

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

- A. ipconfig
- B. tracer
- C. nslookup
- D. netstat

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 208

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

Which of the following is a public IP subnet?

- A. 10.0.1.0/24
- B. 64.65.128/24
- C. 172.16.1.0/24
- D. 192.168.1.0/25

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 209

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



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Which of the following 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

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Explanation/Reference:

QUESTION 210

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 211

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 212

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 213

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 214

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 215

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 216

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 217

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

- A. Open the printer and check for clogged print heads
- B. Shake it to loosen the toner and then reinstall the cartridge
- C. Reinstall the printer drivers
- D. Replace the ink cartridge

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 218

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 219

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 220

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 221

A user reports that all printouts to a locally attached printer show only garbled characters. Which of the following troubleshoots the issue?

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 222

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 223

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 224

When upgrading RAM in a laptop, which of the following would a technician need to check FIRST in the manufacturer's specification?

- A. Compatibility between CPU and memory module
- B. Maximum capacity and speed for the motherboard
- C. Number of slots in use on the motherboard
- D. Maximum capacity of each RAM module

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 225

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 226

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

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 227

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 228

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

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

QUESTION 229

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

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 230

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

- A. Hard drive
- B. System fan
- C. SSD
- D. RAID controller

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 231

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 232

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 233

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 234

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 235

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

"DRIVE 0 Not Found"

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 236

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



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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 237

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 238

An end user reports to the information systems technician that a laptop hangs at the Windows logo for a Windows 7 Pro laptop that was recently dropped. It is suspected that physical damage was caused by the drop.

Which of the following is the BEST tool the technician should use to check the hard drive?

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- A. Windows Disk Management Utility
- B. Third-party hard drive diagnostic software
- C. The manufacture's hard drive diagnostic software
- D. The laptop's built-in hardware diagnostics
- E. Windows chkdsk utility

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 239

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

- A. Optical drive
- B. Hard drive
- C. Memory socket
- D. SATA controller
- E. System board

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 240

A company asks a technician to recommend a solution to conserve paper without degrading the print quality. Which of the following printer settings would BEST enable the technician to accomplish this request?

- A. Density
- B. Collate
- C. Duplex
- D. Color management

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 241

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 242

A technician receives a computer that is failing to boot properly. Upon boot it displays an error that the boot configuration data is invalid. The technician puts the PC into a pre-installation mode.

Which of the following actions should be performed NEXT?

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 243

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 244

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 245

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

- A. Unmanaged switch
- B. HUB

- C. Firewall
- D. Cable modem

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 246

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

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 247

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 248

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 249

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

- A. Router
- B. Access point
- C. Switch
- D. PoE injector

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 250

A technician reimaged several computers in a test lab with a test subnet of 10.1.5.1. The PC name was properly assigned, but the technician did not configure DHCP prior to shipping the computer to the customer.

The customer's corporate network has IP ranges of 10.1.1.1-10.1.5.255. The customer is unable to connect to any network resources or the Internet. Which of the following is MOST likely the error message being displayed?

- A. Duplicate hostname
- B. Intermittent connectivity
- C. Computer account disabled
- D. Internet protocol conflict

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 251

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 252

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 253

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 254

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

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 255

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 256

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 257

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

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

- A. 1

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 258

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 259

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 260

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 261

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 262

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 263

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



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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 264

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

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

Correct Answer: BC

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 265

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 266

Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

- A. Channels
- B. Frequency
- C. Antenna power level
- D. SSID

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 267

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

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

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

- A. The PSU wattage is rated too low for the components.
- B. The CMOS battery is dead and needs replacement.
- C. The PSU has its voltage switch set to 240V.
- D. The motherboard has failed and needs replacement.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 268

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

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 269

A remote monitoring system needs to be connected directly to a base station 20km (12.4mi) away. Which of the following cabling types is BEST for this network connection?

- A. Shielded twisted pair
- B. Single-mode fiber
- C. Unshielded twisted pair
- D. Multimode fiber

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 270

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 271

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 272

A technician is installing a new wireless router in a customer's home. Which of the following settings should the technician enable to BEST increase network security?

- A. Encryption
- B. IP Addressing
- C. MAC filtering
- D. Hidden SSID
- E. Port forwarding

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 273

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 274

A technician is servicing a laptop that cannot keep an IP address. When the laptop receives an IP address, it releases it and cycles through repeatedly. The technician has replaced the cable, plugged into a known good network jack, and successfully connected a different laptop. Which of the following tools should the technician use NEXT?

- A. Tone generator
- B. Multimeter
- C. Cable tester
- D. Loopback plug

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 275

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics. Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 276

A technician is upgrading the graphics card on an SFF PC. Which of the following is MOST important when considering the type of card to be installed?

- A. The card's driver compatibility
- B. The GDDR of the card
- C. The size of the card
- D. The cooling solution on the card

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 277

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

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 278

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

- A. The user connected a bridge.

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

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 279

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

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 280

A technician is setting up a wireless printer that is capable of supporting 54Mbps maximum throughput and a 5GHz radio frequency band for communication. The technician must configure the SOHO router to support the printer. Which of the following should the technician enable on the wireless SOHO router to ensure wireless connectivity to the printer?

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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:



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