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Sections
1. Software
2. Hardware
3. Security
4. Networking
5. Basic IT Literacy
6. Mix Questions

Exam A

QUESTION 1
Which of the following components provides the FASTEST medium for hosting and storing an operating system?

A. Blu-Ray disc
B. 7200RPM HDD
C. SSD
D. DVD-RW

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 2
Which of the following could be described as both an input and output device?

A. Flat-screen monitor
B. Multi-function printer
C. Microphone
D. Scanner

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 3
Which of the following components are used to store data? (Select TWO).

A. Motherboard
B. RAM
C. CPU

D. GPU

E. SSD

Correct Answer: BE
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 4
Which of the following computer components are used to store data? (Select TWO).

A. GPU

B. HDD

C. RAM

D. NIC

E. CPU

Correct Answer: BC
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 5
Which of the following connectors consists of three separate plugs for video?

A. Display port

B. S-video

C. Thunderbolt

D. Component

Correct Answer: D
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 6
Which of the following allows for the FASTEST printer connections?

A. Bluetooth
B. USB
C. Parallel
D. Serial

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 7
Before purchasing a new video card for a PC, which of the following should be checked to ensure there will be enough electricity for the video card to function properly?

A. GPU
B. CPU
C. GUI
D. PSU

Correct Answer: D
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 8
Which of the following has the lowest latency?

A. SSD
B. NAS
C. Blu-Ray
D. DVD

Correct Answer: A
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 9
Which of the following is considered an optical storage medium?

A. SSD
B. Blu-Ray
C. Flash drive
D. Memory card

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 10
Which of the following are examples of keyboard connectors? (Select TWO).

A. USB
B. RJ-11
C. Serial
D. FireWire
E. PS/2

Correct Answer: AE
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 11
Which of the following is the function of a CPU?

A. Encrypts data for remote transmission
B. Performs data computation
C. Supplies electricity to components
D. Provides storage location for files

Correct Answer: B
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 12
Several users want to share a common folder with high availability. Which of the following devices is BEST to use for this requirement?

A. Large USB flash drive connected to a PC
B. Medium capacity SATA hard drive
C. Network attached storage appliance
D. Firewall with security management

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 13
Which of the following is a 15-pin video connection?

A. DVI
B. S-video
C. Component
D. HDMI
E. VGA

Correct Answer: E
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 14
Which of the following are considered input devices for a computer? (Select TWO).

A. Mouse
B. Printer
C. Speakers
D. Microphone
E. Monitor

Correct Answer: AD
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 15
Which of the following is required to have a multimedia conversation with someone across the Internet? (Select THREE).

A. Network connection
B. Microphone
C. Modem
D. Firewall
E. Webcam
F. Cable connection
G. Wired NIC

Correct Answer: ABE
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 16
Which of the following components is required to send faxes via POTS?

A. NIC
B. Power supply
C. Modem
D. Wireless adapter

Correct Answer: C
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 17
A technician sets up a new computer system and connects the keyboard and mouse to the PS/2 ports. When the computer boots, the BIOS gives a keyboard and mouse error. Both devices are connected. Which of the following is the solution?

A. Swap the mouse and keyboard to the other PS/2 ports.
B. Remap the mouse and keyboard in the BIOS.
C. Update the BIOS to recognize the newer keyboard and mouse.
D. Configure the keyboard localization settings.

Correct Answer: A
Section: Hardware
Explanation

Explanation/Reference:

QUESTION 18
A user has a username and password to log onto a banking website. The user would like to keep access to the account as secure as possible. Which of the following security best practices should the user follow? (Select TWO).

A. Use only public computers to access the website
B. Create a complex password
C. Change the default password
D. Write the password down
E. Use the original password

Correct Answer: BC
Section: Security
Explanation

Explanation/Reference:

QUESTION 19
A user, Ann, is experiencing slow browsing on a website she frequently visits that displays constant pop-up ads. Which of the following is the MOST likely cause?

A. The browser is incompatible with the website
B. The workstation has been infected with malware

C. The website is not secured by SSL

D. The certificate of the website has expired

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 20
A laptop owner, Ann, can no longer see web pages when she opens her browser, and she can only see her search bars and plug-ins. Which of the following is the MOST likely source of this issue?

A. The computer does not have current antivirus software installed

B. The computer needs to have its components upgraded

C. The downloaded toolbars are filling the browser screen

D. The owner was not using complex passwords

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 21
Which of the following is the MOST sensitive Personally Identifiable Information (PII) and should be shared cautiously and only with trusted resources?

A. Email address

B. Phone number

C. Mother's maiden name

D. Last name

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 22
A user will be traveling with a smartphone that contains confidential information. Which of the following should be disabled? (Select TWO).

A. Keyboard
B. Speakers
C. Mouse
D. Bluetooth
E. NFC

Correct Answer: DE
Section: Security
Explanation

Explanation/Reference:

QUESTION 23
A technician wants to minimize the risk of having third parties track previously visited web pages. Which of the following should be performed in the Internet browser's settings? (Select TWO).

A. Select form data
B. Disable location services
C. Remove cookies
D. Clear history
E. Change passwords

Correct Answer: CD
Section: Security
Explanation

Explanation/Reference:

QUESTION 24
When setting up a new device, there are multiple features available that will never be used. Which of the following should the user do to make the new device more secure?

A. Make all users administrators.
B. Remove or disable the unnecessary features.
C. Install a password manager on the device.
D. Make all users guests.

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 25
Joe, a user, saves a document to a flash drive on his computer in order to print the document from a public computer kiosk. After returning home and reinserting the flash drive in his computer, the security software identifies an infected file on the flash drive. Which of the following is the MOST likely cause of the infection?

A. The flash drive was infected by a war driving hacker on the way to the public kiosk.
B. The public workstation was infected by Joe's flash drive.
C. The public workstation was infected and passed the virus to the flash drive.
D. The flash drive was already infected by the user's computer.

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 26
A user is browsing the Internet when suddenly a threatening message appears on screen demanding a payment in order to avoid the system being disabled. Which of the following BEST describes this type of malware infection?

A. Ransomware
B. Adware
C. Spyware
D. Virus

Correct Answer: A
Section: Security
Explanation

Explanation/Reference:

QUESTION 27
Which of the following is an example of ransomware?

A. A user is asked to pay a fee for a password to unlock access to their files.
B. A user receives an email demanding payment for a trial application that has stopped working.
C. A user has opened an Internet browser and is taken to a site that is not the normal home page.
D. A user is asked to open an attachment that verifies the price of an item that was not ordered.

Correct Answer: A
Section: Security
Explanation

Explanation/Reference:

QUESTION 28
An employee, Joe, forgot his laptop at the airport. Joe is worried about unauthorized access. Which of the following BEST protects against data theft in this instance?

A. Security software
B. Full disk encryption
C. Cable lock
D. Username and password
E. Patching the OS and third party software

Correct Answer: B

Section: Security
Explanation

Explanation/Reference:

QUESTION 29
Multiple laptops that contain confidential data are stolen from a company. Which of the following is a likely policy change resulting from this incident?

A. Enabling full disk encryption
B. Requiring screensaver password
C. Disabling Bluetooth adapters
D. Adding multifactor authentication

Correct Answer: A
Section: Security
Explanation

Explanation/Reference:

QUESTION 30
A user receives an email formatted to appear as if the bank sent it. The email explains that the user must confirm the name, address, and social security number listed on the bank account. Which of the following BEST describes the security threat taking place?

A. Shoulder surfing
B. Social engineering
C. Spam
D. Phishing

Correct Answer: D
Section: Security
Explanation

Explanation/Reference:

QUESTION 31
A user, Ann, is concerned about theft of her laptop and does not want a thief to have easy access to all of her banking and email. Which of the following

precautions could be taken to mitigate this issue?

A. Only browse the Internet on WiFi connections that use WPA2
B. Turn off the guest account in the operating system
C. Disable autofill functionality within the web browser
D. Remove any legacy browsers from the computer

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 32
A user is configuring a new wireless router. Which of the following should be done to ensure that unauthorized changes cannot be made?

A. Change the SSID
B. Change the router's address
C. Change the administrator password
D. Change the encryption key

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 33
Which of the following would BEST be described as password best practices? (Select THREE).

A. Use of long passwords
B. Sharing passwords with a trusted source
C. Limiting password reuse
D. Keeping default passwords
E. Use of special characters
F. Writing down difficult passwords

Correct Answer: ACE
Section: Security
Explanation

Explanation/Reference:

QUESTION 34
A user, Ann, receives a call asking for her password to troubleshoot a problem. Which of the following describes this type of security threat?

A. Malware
B. Social engineering
C. Spam
D. Physical security

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 35
Malware that has an embedded keylogger to capture all of the keystrokes and steal logins is considered:

A. adware
B. spyware
C. ransomware
D. phishing

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 36

Which of the following security threats occurs when a user receives an email from an illegitimate source asking for login information?

A. Hacking
B. Phishing
C. Spam
D. Cracking

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 37
Which of the following are best practices when it comes to using a computer in a public location? (Select TWO).

A. Notify the administrator when finished.
B. Use strong passwords.
C. Turn off the computer when finished.
D. Disable the save password function on web pages.
E. Make sure to clean the keyboard when finished.
F. Make sure to log out of websites when done.

Correct Answer: DF
Section: Security
Explanation

Explanation/Reference:

QUESTION 38
Joe, a user, wishes to allow his roommate to access his personal computer for Internet browsing, but does not want his roommate to have the ability to make changes to the system. Which of the following BEST describes the type of account Joe should create for his roommate?

A. Standard
B. Guest
C. Administrator

D. Power user

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 39
A user is configuring a SOHO wireless router. The user should change the router's default administrator password for which of the following reasons?

A. To prevent improper data transmission encryption
B. To prevent unauthorized configuration changes
C. To prevent social engineering attacks
D. To increase wireless signal strength

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 40
Ann, a user, is doing her daily job on her company laptop at a coffee shop. She opens an Internet browser and tries to go to her home page. Instead, she is sent to an unfamiliar website. She clears all temporary files and deletes the history, but this continues to occur. Which of the following is the cause of the problem?

A. The company has configured a policy on her computer that forces her to stay on their website.
B. Her computer is infected with adware and is redirecting her browser to another site.
C. The memory of the browser is corrupt, and she needs to have the browser reinstalled.
D. She did not reboot her computer after clearing the temporary files.

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 41

An attacker cracks a user's password for all social media, email, and bank accounts. The user needs to change the passwords for all these accounts. Which of the following should the user do in the future to prevent this from happening?

A. Disable unused browser toolbars.

B. Clear the browser cache.

C. Avoid credential reuse.

D. Delete tracking cookies.

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 42

While browsing the Internet, a user receives a warning regarding the display of mixed content. The address bar includes https, and the lock symbol is showing. Which of the following does this warning indicate about the website?

A. It stores data in cache or cookies, but not both.

B. It requires login credentials for some sections.

C. It contains both secure and non-secure parts.

D. It is best viewed with a different browser.

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 43

A technician is typing the password to logon to a system. A user is standing in close proximity to the technician and is able to see the password being typed. Which of the following BEST describes this situation?

A. Dumpster diving

B. Shoulder surfing

C. Phishing

D. Social engineering

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 44
Joe, a user, has just installed his first home wireless router. Which of the following tasks should be considered to help secure the unit from any confirmed exploits?

A. Change the router administrator username.

B. Change the router's broadcasting channel.

C. Update the unit's firmware.

D. Use a complex administrator password.

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 45
Which of the following is the BEST security practice to use when configuring the management options of a wireless router?

A. Disable DHCP

B. Change the admin password

C. Enable SSID

D. Enable remote administration

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 46
When operating under optimal network conditions, which of the following has the HIGHEST reliability?

A. Bluetooth
B. Wired
C. Cellular
D. WiFi

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 47
A user needs to download tax documents from a financial website. Which of the following is the website MOST likely to use for transmission of the tax document to the user's browser?

A. HTTP
B. HTTPS
C. SFTP
D. FTP

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 48
Which of the following are secure network protocols? (Select TWO).

A. IMAP
B. FTPS
C. SMTP
D. HTTPS
E. DNS

Correct Answer: BD
Section: Networking
Explanation

Explanation/Reference:

QUESTION 49
Which of the following will allow the easiest and fastest way to share a single file between two modern smartphones without joining the same WiFi network?

A. Micro SD card
B. Bluetooth
C. USB connection
D. Infrared

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 50
Which of the following BEST describes the pros and cons of a home wired network?

A. Low throughput, low mobility, high availability, high latency, high security
B. High throughput, high mobility, low availability, low latency, high security
C. High throughput, low mobility, high availability, low latency, high security

D. Low throughput, high mobility, low availability, high latency, low security

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 51
A technician has just finished setting up a SOHO wireless router but the client does not want the PC on the wireless network for security reasons. The technician connects an RJ-45 cable to the computer and the router, but does not receive network connectivity. Which of the following is the NEXT step to diagnose the problem?

A. Change the IP address on the computer to match the router.
B. Reseat the power cable on the computer and reboot.
C. Check for link light activity on the computer and the router.
D. Change the hostname of the router to match the computer's network.

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 52
Which of the following is an advantage of using cloud-based collaborative applications and storage, rather than local applications and storage?

A. Decreased software licensing costs
B. Higher security encryption
C. Limited storage space for files
D. Increased accessibility to files

Correct Answer: D
Section: Networking
Explanation

Explanation/Reference:

QUESTION 53
Which of the following data connections would provide a user the BEST Internet availability while traveling?

A. Workstation with only RJ-45 connectors
B. Smartphone with cellular service
C. Laptop with Bluetooth wireless connectivity
D. Tablet connected to a SOHO wireless network

Correct Answer: B
Section: Networking
Explanation

Explanation/Reference:

QUESTION 54
A technician is configuring a wireless router for a small office and the business owner would like the wireless network to be secured using the strongest encryption possible. Which of the following should the technician choose?

A. WPA2
B. WAP
C. WPA
D. WEP

Correct Answer: A
Section: Networking
Explanation

Explanation/Reference:

QUESTION 55
A user's laptop hard drive contains sensitive information. The user often plugs the laptop into the corporate network. A sensitive file from the laptop has been found on another user's laptop. How could the user have prevented this breach?

A. Disable file and print sharing on the laptop.
B. Delete unused drives from network.

C. Remove shared keys from the key ring.

D. Set the read-only attribute on the files.

Correct Answer: A
Section: Networking
Explanation

Explanation/Reference:

QUESTION 56
Joe, a user, needs to store a large amount of data, but does not have enough space on his local computer. Which of the following are the BEST options for him to use? (Select TWO).

A. Network attached storage

B. External hard drive

C. Optical drive

D. USB thumb drive

E. Another computer

Correct Answer: AB
Section: Networking
Explanation

Explanation/Reference:

QUESTION 57
When connecting a printer to a network, which of the following is needed to complete the process? (Select TWO).

A. IP address

B. User's password

C. Computer's name

D. Subnet mask

E. HTTP port

F. Fax number

Correct Answer: AD

QUESTION 58
Which of the following protocols is used to secure communications between sender and receiver?

A. SIP
B. SNMP
C. SSL
D. SMTP

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 59
Which of the following connections provide data with the MOST secure protection from interception?

A. Wired
B. WiFi
C. IR
D. Cellular

Correct Answer: A
Section: Networking
Explanation

Explanation/Reference:

QUESTION 60
A technician has been tasked with changing the settings for a used SOHO router, but does not have the administrator password because the previous owner changed it. Which of the following actions will resolve this issue?

A. Click "Forgot password."
B. Use a password cracker.
C. Hold the reset button.
D. Use the password: password.

Correct Answer: C
Section: Networking
Explanation

Explanation/Reference:

QUESTION 61
A user is setting up an older wireless access point that has only WEP for encryption. Which of the following additional steps will help to secure the network? (Select TWO).

A. Disable SSID broadcast.
B. Refresh the MAC address.
C. Filter the MAC address.
D. Refresh the IP address.
E. Use CAT6 cables.

Correct Answer: AC
Section: Networking
Explanation

Explanation/Reference:

QUESTION 62
When setting up a new workstation, which of the following should be configured during the initial OS setup wizard?

A. Additional software
B. Date and time settings
C. Peripheral devices
D. Security software

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 63
Which of the following is the BEST reason to backup data?

A. To ensure data encryption
B. To ensure data stability
C. To ensure data security
D. To ensure data availability

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 64
Which of the following is a safety feature of cloud-based backups?

A. Incremental copy of data
B. Local copy of data
C. Offsite storage of data
D. Full backup of PC data

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 65
A technician is setting up a computer that was shipped. After everything is plugged in, the computer will not turn on. Which of the following should the technician do

FIRST to identify the issue?

A. Check for physical damage on the computer.
B. Search for a solution on the Internet.
C. Reference the manufacturer's documentation.
D. Ensure the power supply is set at the correct voltage.

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 66
Ann, a user, wishes to free space in her documents folder. Which of the following is the BEST characteristic to sort by in order to ensure that the most space is freed by deleting the least amount of files?

A. Date modified
B. File path
C. Size
D. Extension

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 67

Where can a user find the latest updates, upgrades, or firmware for an electronic device that the vendor supports?

A. Internet search engine
B. Internet forum
C. Technical community groups
D. OEM website

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 68
When applying ergonomics to a workstation area, which of the following are the MOST important to consider? (Select TWO).

A. Proper sitting position
B. Amount of time computer will be used
C. Clarity of the display
D. Proper keyboard and mouse height
E. Number of speakers in sound system
F. Brightness and contrast of the display

Correct Answer: AD
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 69
An RoHS label on hardware indicates which of the following?

A. The hardware produces EMI when used.
B. The hardware is certified to be energy efficient.
C. The hardware provides battery backup for power outages.
D. The hardware needs to be properly disposed.

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 70
Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem. Which of the following is the cause?

A. The monitor power cable is unplugged.
B. The video cable has become disconnected.
C. The video driver is not installed.
D. The operating system has encountered a stop error.
E. The screen saver has activated.

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 71
Which of the following will allow a user to move a file from one folder to another using the LEAST number of steps, while ensuring that the file is removed from its original location?

A. Open the file from its original location, save it to the new location, and delete it from the original location.
B. Cut the file from its original location and paste it to the new location.
C. Rename the file in its original location to a name that is not already taken in the new location.
D. Copy the file from its original location and paste it to the new location.

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 72
Which of the following permissions is required to run a .bat file?

A. Delete
B. Execute
C. Write
D. Modify

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 73
After initial OS and application installation on a laptop, an application warns that it will only work 24 more times. Which of the following should be done NEXT?

A. The application has to be registered to the user.
B. The application must be upgraded to a 64-bit version.
C. The application must be activated.
D. The application needs to be reinstalled.

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 74
An employee's new computer came with a free 30-day trial version of antivirus software. The employee's company provides enterprise antivirus software from a different vendor. Which of the following should the employee do in order to use a full version of antivirus software?

A. Enter the company product key for the antivirus software, enabling the full version.
B. Uninstall the current version antivirus software and install the company version.
C. Verify Internet connectivity and run online virus scanning software.

D. Update the trial antivirus software to the latest version.

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 75
A user has finished setting up a new computer. Now the operating system requires activation, but the user discovers the computer has no Internet connection. Which of the following should the user do FIRST?

A. Contact technical support.
B. Reboot the computer.
C. Check the Ethernet cable.
D. Review manufacturer's website.

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 76
Which of the following is a feature of a basic power strip?

A. Protects against lightning strikes
B. Provides multiple outlets for power
C. Generates power for devices
D. Provides battery backup for devices

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 77
Which of the following should be performed after a backup has been completed?

A. Delete the backup
B. Verify the backup
C. Save the backup
D. Schedule the backup

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 78
Which of the following is a file on a computer that links to another program or file somewhere else on the same computer?

A. Shortcut
B. URL
C. Attachment
D. FTP

Correct Answer: A
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 79
Which of the following defines why backup verification is important?

A. To ensure that the backup runs as quickly as possible
B. To ensure that the backup can be stored indefinitely
C. To ensure that the backup can be saved to the cloud
D. To ensure that the backup contains usable data

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 80

A home computer that has been in operation for more than five years is now suffering from random shutdowns during the day. The PC is set up in an enclosed cubby built into the home office desk. Which of the following is MOST likely plaguing the PC?

A. The PC was switched over to 240v operation mode

B. Dust accumulation

C. The PC's BIOS is severely out-of-date, causing PSU issues

D. EMI

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 81

A user installed a new scanner on a desktop personal computer without any documentation. The scanner powers on, the lamp turns on, and then the unit stops with a failure light lit. Which of the following should the user do FIRST?

A. Go to the scanner manufacturer's website and download the current installation information.

B. Check the personal computer manufacturer's support website for information about scanner installation.

C. Find a scanner user group website and ask for help.

D. Update the scanner firmware and drivers, then reinstall the scanner.

Correct Answer: A
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 82
Which of the following can a user configure on an operating system so that an audible sound is made when an error message is displayed?

A. Encryption
B. Hot keys
C. Accessibility options
D. Screen captures

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 83
A technician is trying to access a user's files and is unable to open any folder or file. Which of the following BEST describes the situation?

A. The folders contain older versions of the files.
B. The files are corrupted.
C. The technician needs to change the file attributes.
D. The technician does not have permissions.

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 84
A user working on a laptop notices the mouse cursor frequently moves to random locations in a document while typing. Which of the following should the user do FIRST to help resolve this issue?

A. Ask tech support for help.
B. Reboot the laptop.
C. Turn off the touchpad.
D. Reconnect the mouse.

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 85
Which of the following settings will a user configure as part of the initial operating system setup wizard? (Select TWO).

A. Backup schedule
B. Accessibility options
C. Multiple user accounts
D. Time zone
E. Computer name

Correct Answer: DE
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 86
Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem. Which of the following is the cause?

A. The monitor power cable is unplugged.
B. The video cable has become disconnected.
C. The video driver is not installed.
D. The operating system has encountered a stop error.
E. The screen saver has activated.

Correct Answer: B
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 87
After initial OS and application installation on a laptop, an application warns that it will only work 24 more times. Which of the following should be done NEXT?

A. The application has to be registered to the user.
B. The application must be upgraded to a 64-bit version.
C. The application must be activated.
D. The application needs to be reinstalled.

Correct Answer: C
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 88
After installing the OS on a workstation, a technician notices that everything is displayed in large windows and the viewing area is limited. Which of the following will the technician need to adjust to resolve this issue?

A. Color depth
B. Orientation
C. DPI settings
D. Resolution

Correct Answer: D
Section: Basic IT Literacy
Explanation

Explanation/Reference:

QUESTION 89
A user has finished running the initial operating system setup wizard. Which of the following would be BEST for the user to do next?

A. Verify Internet connectivity
B. Install productivity software
C. Install security software
D. Add other user accounts

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 90
Which of the following technologies would allow a user to run multiple operating systems at the same time on a single computer?

A. Telepresence
B. Cloud-based software
C. Virtualization software
D. Productivity software

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 91
A user wants to update a driver for additional features. Where would the user find a current version of the driver from an official source?

A. Manufacturer's CD/DVD that came with the computer
B. Manufacturer's web site
C. Internet community support forums
D. Third-party support web sites

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 92
Which of the following should be done to reduce physical safety hazards around a newly installed computer?

A. Verify all connections are seated properly.
B. Avoid placing other computers nearby.
C. Bundle loose cables with zip ties or Velcro straps.
D. Attach all peripherals to the computer.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 93
A user with an outdated operating system is consistently browsing sensitive websites such as banking, email, and corporate intranets. The Internet browser of choice is one that has already lost patch support and is not updated anymore. Which of the following actions will remedy this situation?

A. Uninstall all unused browser extensions and toolbars to help reduce risks.
B. Convert the user's account to an admin level account, to provide better overall security.
C. Move to an alternate browser that still has consistent security update support.
D. Install multiple anti-malware and firewall products to harden the computing experience.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 94

Which of the following connectors is MOST often used to connect a computer to a network?

A. RJ-45
B. RJ-11
C. IDE
D. eSATA

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 95
A user is installing a new scanner on a computer. Which of the following MOST likely needs to be installed in order for this equipment to work?

A. License key
B. OS update
C. Firmware
D. Driver

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 96
Which of the following software is used to reduce the size of a file or folder?

A. Desktop publishing
B. Basic database
C. Compression
D. Anti-malware

Correct Answer: C

QUESTION 97
Which of the following is used with a touch screen to increase accuracy?

A. Touchpad
B. Stylus pen
C. Joystick
D. Trackball

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 98
Which of the following internal components is used for temporary data storage in a workstation?

A. Power supply
B. CPU
C. RAM
D. Hard drive

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 99
Which of the following is used for temporary storage of program data that is cleared when the computer is turned off?

A. CPU
B. SSD
C. Hard drive
D. System memory

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 100
Which of the following are reasons to verify backups? (Select TWO).

A. To create a system image for easy restore
B. To confirm all selected data was backed up
C. To diagnose any backup media hardware failure
D. To determine if backup software needs to be patched
E. To ensure files can be restored

Correct Answer: BE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 101
A user has just removed a new desktop PC from the box and has plugged in several new peripheral devices. During which of the following steps will the plug and play peripheral devices be installed on the new PC?

A. Installing security software
B. Powering on for the first time
C. Booting the operating system
D. Adding additional user accounts

Correct Answer: C

QUESTION 102
Which of the following is the BEST method of sharing files within a department?

A. Email
B. Flash drive
C. Network drive
D. Instant messaging
E. NFC

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 103
When storing a document in the cloud, a user needs to be:

A. On a shared drive.
B. Using a USB cable.
C. Connected to the Internet.
D. In airplane mode.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 104
Which of the following device types is needed within a computer to read information on a CD-ROM?

A. Network card

B. Optical drive

C. Video card

D. Solid state drive

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 105
Which of the following ports can be used to connect an external hard drive to a computer? (Select TWO).

A. MIDI

B. PS/2

C. eSATA

D. RJ-45

E. USB

F. RJ-11

Correct Answer: CE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 106
Which of the following is considered an open-source operating system?

A. Windows

B. Chrome OS

C. Mac OS X

D. Linux

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 107
A technician wants to keep a router up to date. Which of the following MUST be updated regularly?

A. SSID
B. Administrator password
C. Wireless encryption
D. Firmware

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 108
The extension .rtf is an example of which of the following file types?

A. Document
B. Executable
C. Audio
D. Speadsheet

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 109
Which of the following are examples of video connectors? (Select TWO).

A. VGA
B. Serial
C. HDMI
D. eSATA
E. PS/2

Correct Answer: AC
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 110
When setting up a new computer, where does a user change the date and time?

A. Peripheral configuration
B. Localization settings
C. Screen resolution
D. eSATA settings

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 111
A user wants to have the latest security patches and bug fixes installed on a computer. Which of the following is the BEST method to achieve this?

A. Configure anti-malware updates
B. Manually update before each use
C. Update every six months
D. Schedule automatic updates

Correct Answer: D

QUESTION 112
A user is accessing an online bank account for the first time via an Internet browser. Which of the following should the user check? (Select TWO).

A. HTTPS before the URL
B. Exclamation point on the status bar
C. Lock symbol in the address bar
D. HTTP before the URL
E. Skull/crossbones symbol in the corner

Correct Answer: AC

QUESTION 113
Which of the following CPU cooling types is BEST in a dusty environment?

A. Liquid cooling
B. Open case
C. Case fan
D. Heat sink fan

Correct Answer: A

QUESTION 114
To reduce the risk of installing unapproved or possibly malicious apps on a smartphone, a user should:

A. Download apps from a user-supported community.
B. Use a search engine to identify safe apps.
C. Update the firmware to the latest version.
D. Utilize the vendor-provided app store.

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 115
Which of the following computer connector types was designed specifically for allowing high-speed external hard drive transfers?

A. DVI
B. USB
C. eSATA
D. HDMI

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 116
A user's government identification number, birth date, and current address are considered which of the following?

A. IMAP
B. HTTP
C. PII
D. HTTPS

Correct Answer: C
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 117
A user, Ann, calls the manufacturer of a software product she purchased, but is denied assistance because the product is no longer supported. Which of the following options is a BEST next choice?

A. P2P software sharing service
B. Original instruction manual
C. Online user forum
D. PC manufacturer's website

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 118
Which of the following software types BEST facilitates collaboration?

A. Personal information manager
B. Video editing software
C. Instant messaging software
D. CAD software

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 119
To increase security, which of the following is the BEST feature to disable on a mobile device when not in use?

A. Wireless
B. GPS
C. Network
D. NFC

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 120
Which of the following data connectivity options is the BEST to use when both high availability and reliability are required?

A. WiFi
B. Bluetooth
C. Cellular
D. Wired

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 121
A technician has added an external hard drive to a personal computer. The hard drive is powered on, but the computer does not see the new hard disk. Which of the following is the FIRST thing the technician should check?

A. The power cable
B. The OS version for compatibility
C. The hard drive firmware revision
D. The data cable

Correct Answer: D
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 122
Which of the following is the MOST secure password?

A. Have-A-Nice-Day
B. HAVE-A-NICE-DAY
C. have-a-nice-day12
D. hav3-@-Nic3-D@Y14

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 123
A user is updating a website. Which of the following protocols will provide the MOST security when uploading the files?

A. FTPS
B. FTP
C. SMTP
D. HTTP
E. SNMP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 124
A website locks a user's account after three unsuccessful login attempts. This precaution prevents which of the following?

A. Shoulder surfing

B. Phishing

C. Spam

D. Password cracking

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 125
Which of the following commands is used to view the contents of a file?

A. Save

B. Open

C. Copy

D. Move

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 126
Which of the following media has the highest possible availability?

A. Wired

B. WiFi

C. Cellular

D. Bluetooth

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 127
Which of the following extension types are associated with document files? (Select THREE).

A. .txt
B. .odf
C. .msi
D. .rtf
E. .mp3
F. .tar
G. .jpg

Correct Answer: ABD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 128
A home user wants to share files between two different computers. The user wants the files to be available to either computer, regardless of whether either computer is turned on. Which of the following is the BEST storage method?

A. USB storage
B. Internal storage
C. Direct attached storage
D. Network attached storage

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 129

Which of the following is the component responsible for interconnectivity of internal system devices?

A. System case
B. Power supply
C. Motherboard
D. Expansion card

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 130
Which of the following storage methods provides the HIGHEST redundancy and availability?

A. Cloud-based storage
B. Storage Area Network
C. Locally attached storage
D. Network Attached Storage

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 131
Which of the following is a benefit of setting up a computer to receive automatic updates from the OS vendor?

A. Arranges the hard drive files in order
B. Restores missing files that were lost or deleted
C. Keeps the software current and applies security patches
D. Provides the latest virus definitions to keep the computer safe

Correct Answer: C

QUESTION 132
Which of the following application types is MOST often used for doing a mail merge?

A. PDF software
B. Word processor
C. Presentation software
D. Personal information manager

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 133
Which of the following security threats includes suspicious activity, such as reviewing someone's screen display without permission?

A. Malware
B. Shoulder surfing
C. Phishing
D. Password cracking

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference: