

Microsoft JK0-701 Questions \$ Answers

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Microsoft JK0-701 Questions \$ Answers

Exam Name: CompTIA E2C A+ Essentials (2009 Edition) Exam

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QUESTION 1

Which of the following memory types has a clock speed of 400MHz?

- A. PC133
- B. PC2700
- C. PC3200
- D. PC10600

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A technician receives a Windows laptop that has not been operating correctly since a user changed some registry settings by mistake. Which of the following should be attempted FIRST?

- A. Reset the CMOS
- B. Rollback to a restore point
- C. Boot into Safe Mode
- D. Reconfigure the BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A technician encounters an IP address of 191.15.20.1. The IP address is a member of which of the following classes?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

Which of the following cables allows for the transfer of video and sound?

- A. VGA
- B. S-Video
- C. DVI

D. HDMI

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

Which of the following printer types is the BEST for a technician to recommend to a company needing to print 10,000 black and white pages per month?



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A. Laser

B. Thermal

C. Inkjet

D. Dot Matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Which of the following keyboard combinations will lock a Windows XP workstation?

A. Windows Key + L

B. CTRL + ALT + Delete

C. Windows Key + CTRL + Backspace

D. Windows Key + CTRL + Escape

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

A customer wants to connect an external projector to a laptop. The projector is plugged into the CompTIA JK0-701 Exam

external video port but no video is shown on the projector. Which of the following will correct the problem?

A. Upgrade the BIOS.

B. Release the LCD cutoff switch.

C. Toggle the WiFi switch.

D. Toggle the Fn key.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following is an example of a manufacturer's image stored on a hard drive?

- A. Factory Recovery Partition
- B. OEM Version
- C. Recovery CD
- D. Network Install

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

802.11n has the potential to support up to:

- A. 11Mbps.
- B. 20Mbps.
- C. 54Mbps.
- D. 100Mbps.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A PC is having its PSU replaced and the new PSU has a connector that is too large for the motherboard's socket. Which of the following is needed to solve this issue?

- A. The PC needs a NLX to ATX adapter.
- B. The PC needs a 26-to-20 pin ATX adapter.
- C. The PC needs a 24-to-20 pin ATX adapter.
- D. The PC needs an AT-to-ATX adapter.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

A technician downloads an updated version of the driver for a sound card in Windows XP. After extracting the driver, how would the technician update the driver?

- A. Device Manager> expand 'Sound, video and game controllers'>double click on the name of the sound card> Troubleshoot'
- B. Start > Control Panel > Administrative Tools > Update Drivers>double click on 'Sound Card'
- C. Start > Control Panel > Administrative Tools > Sound Devices > 'Update Driver'
- D. Device Manager>Driver tab> Update Driver> Double click on the name of the sound card under CompTIA JK0-701 Exam 'Sound, video and game controllers'

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following IP ranges is Class C?

- A. 192.0.0.0-223.255.255.255
- B. 128.0.0.0-191.255.255.255
- C. 1.1.1.1-126.255.255.255
- D. 224.0.0.0-255.255.255.0

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

In the laser printing process, which of the following is true?

- A. A wax-based substance is melted and applied directly to the media.
- B. Toner is applied to a photoconductor and transferred to the media.
- C. Heat is applied to heat-sensitive media to create an image.
- D. Toner is sprayed to the media.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

A computer fails POST with 1 long, and 2 short beeps. Which of the following components has MOST likely failed?

- A. Sound card
- B. Power supply
- C. NIC

D. Video card

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IBM BIOS beep codes

Below are IBM BIOS Beep codes that can occur. However, because of the wide variety of models shipping with this BIOS, the beep codes may vary.

Beep Code

Description

No Beeps

No Power, Loose Card, or Short.

1 Short Beep

Normal POST, computer is ok.

2 Short Beep

POST error, review screen for error code.

Continuous Beep

No Power, Loose Card, or Short.

Repeating Short Beep

No Power, Loose Card, or Short.

One Long and one Short Beep

Motherboard issue.

One Long and Two Short Beeps

Video (Mono/CGA Display Circuitry) issue.

One Long and Three Short Beeps.

Video (EGA) Display Circuitry.

Three Long Beeps

Keyboard / Keyboard card error.

One Beep, Blank or Incorrect Display

Video Display Circuitry.

QUESTION 15

ATX power supplies normally provide which of the following voltages? (Select TWO).

- A. 3.3
- B. 5
- C. 6
- D. 15
- E. 24

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The power distribution specification defined that most of PSU's power should be provided on 5 V and 3.3 V rails, because most of the electronic components (CPU, RAM, chipset, PCI, AGP and ISA cards) used 5 V or 3.3 V for power supply.

QUESTION 16

Which of the following ports need to be turned off on a firewall to block Telnet?

- A. 21
- B. 23
- C. 25
- D. 80

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

A computer displays an error upon booting which says 'Operating System Not Found.' It has a USB flash drive, USB printer, and USB webcam installed and connected. Which of the following is MOST likely preventing the machine from booting normally? CompTIA JK0-701 Exam

- A. The computer needs to be manually configured to boot off the internal SATA hard disk drive upon startup.
- B. The computer's BIOS has the flash drive above the hard disk in the boot order priority list.
- C. The computer's BIOS has 'Full' set instead of 'High Speed' under the USB settings area.
- D. The computer's BIOS has the USB printer below the hard disk in the boot order priority list.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?

- A. USB cable
- B. AC adapter
- C. PCMCIA card

D. Replacement battery

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

After hardware upgrades have been installed, the technician boots the computer system. No display output is observed but a beeping is heard from the computer. Which of the following is the MOST likely issue?

- A. Hard drive cables are not connected.
- B. BIOS chips are not seated properly.
- C. The power supply is not functioning.
- D. Video card is not seated properly.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

Which of the following can display statistical data regarding CPU usage, memory usage, and NIC activity?

- A. Hardware Profiles
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- B. Event Viewer
- C. Device Manager
- D. Performance Monitor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following is considered to be an effect of static electricity?

- A. POST error code 501
- B. Component failures
- C. Bad sectors on an HDD
- D. Poor power regulation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

Which of the following should the technician verify FIRST if the customer reports that a laptop battery is not charging?

- A. Remove all unneeded peripherals
- B. Check the LCD cutoff switch
- C. Verify backlight functionality
- D. Swap the AC adapter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which of the following is used to display real-time disk operation information in Windows 2000 Professional?

- A. Task Manager
- B. Disk Part
- C. Disk Management
- D. Performance Monitor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:



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QUESTION 24

A technician has been asked to provide information on a new solvent being stored in the work area. Which of the following sources should the technician consult?

- A. Internet
- B. Manager
- C. MSDS
- D. Container

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

A technician receives a computer that is having trouble printing to a network printer. After checking to make sure the network printer is available, the technician checks the port the printer is assigned to and finds it is set to LPT1:. Which of the following locations did the technician use to view the port settings?

- A. Start>Settings>Network Connections
- B. Start>Settings>Control Panel>Administrative Tools
- C. Start>Settings>Control Panel>Accessibility Options
- D. Start>Settings>Printers & Faxes

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

Items that may be added to the Sidebar in Windows Vista are known as what?

- A. Applets
- B. Features
- C. Widgets
- D. Gadgets

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

On a Windows computer, a user is unable to print documents to locally attached printers or network printers. The user was able to print previously. Which of the following is the MOST likely cause of this issue?

- A. Incompatible cabling
- B. Printer hardware problem
- C. Incompatible print driver
- D. Print spooler is not running

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following should be done to remove dust from the inside of a computer case?

- A. Use a lint free cloth and glass cleaner
- B. Use a dry paper towel and an anti-static strap
- C. Use a slightly damp cloth and a vacuum
- D. Use compressed air and a lint free cloth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following WLAN protocols is in the 2.4GHz band with a maximum data rate of 11Mbps?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

Which of the following software options would BEST protect against trojans and worms?

- A. Anti-spyware software
- B. Anti-adware software
- C. Anti-virus software
- D. Anti-spam software

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

Which of the following provides a connection for an external keyboard, mouse, printer, monitor, and network when using a laptop?

- A. Bluetooth
- B. Network hub
- C. Docking station
- D. Infrared

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A user is explaining an issue that they are having with their workstation. After they finish explaining, a

technician's NEXT course of action should be to:

- A. Provide proper documentation on the services provided.
- B. Listen and do not interrupt the customer.
- C. Offer different repair options for the user's convenience.
- D. Restate the issue or question to verify understanding.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which of the following is the MAIN purpose of the Recovery Console in Windows XP?

- A. Allow the restoration of a previously made image of a desktop through the command prompt.
- B. Provide a way to recover corrupted print jobs through the command prompt.
- C. Delete a virus that has infected the hard drive through the command prompt.
- D. Provide a way to access the hard drive in an emergency through the command prompt.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following removable storage devices is MOST likely used to duplicate bootable media?

- A. SD card
- B. Zip drive
- C. Blu-Ray
- D. DVD-RW

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

Which of the following describes the process of scheduling multiple processes simultaneously amongst multiple logical processors?

- A. Hyper-threading
- B. SpeedStep technology
- C. Quad core processing
- D. Dual core processing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

Which of the following data security features requires an external device embedded with integrated circuits for authentication purposes?

- A. Stylus
- B. Smart card
- C. Biometrics
- D. Password

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

A smart card is a device that includes an embedded integrated circuit that can be either a secure microcontroller or equivalent intelligence with internal memory or a memory chip alone. The card connects to a reader with direct physical contact or with a remote contactless radio frequency interface.

QUESTION 37

Which of the following file systems **MUST** be used when implementing EFS?

- A. FAT32
- B. FAT
- C. NTFS
- D. CDFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

Which of the following expansion devices would allow a user to utilize multiple hardware profiles to control an external display and power option?

- A. PCI Express card
- B. KVM
- C. PCMCIA card
- D. Docking station

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

A user's hard drive is failing. Before the drive is replaced, which of the following troubleshooting steps should be done?

- A. Establish a theory of probable cause
- B. Identify the problem
- C. Perform a backup
- D. Identify user changes to the computer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

Which of the following utilities can an administrator use to manage hardware, software and network components?

- A. Device Manager
- B. MMC
- C. MSINF032
- D. MSCONFIG

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

Which of the following may cause RFI on a wireless network? (Select TWO).

- A. Cordless phone
- B. LCD
- C. Magnet
- D. Microwave
- E. CRT

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

When looking for 32-bit applications installed on a 64-bit version of Windows Vista, a technician should look in which of the following default locations?

- A. C:\Windows\System32
- B. C:\ProgramFiles
- C. C:\Users\

D. C:\Program Files (x86)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

64-bit apps default to C:\Program Files while 32-bit apps default to C:\Program Files (x86).

QUESTION 43

Which of the following MOST accurately describes a VPN?

- A. A security encryption feature that encrypts wireless traffic with an access point for communication.
- B. A private tunnel through the Internet to securely communicate with a remote network.
- C. A network which has no connection to the Internet and is private by design.
- D. A security feature that throttles bandwidth and closes ports when possible virus traffic is detected.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 44

Which of following motherboard expansion slots supports a HD video card? (Select TWO).

- A. PCIe
- B. ISA
- C. AGP
- D. EISA
- E. CNR

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

Which of the following ports is the default for HTTPS?

- A. 80
- B. 125
- C. 443
- D. 8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

A customer reports the optical drive is no longer responding. Which of the following questions should be asked FIRST?

- A. "Did you log in with an administrator account?"
- B. "Have you been to any inappropriate websites?"
- C. "What have you changed since the optical drive worked properly?"
- D. "What has changed since the optical drive worked properly?"

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

Which of the following port types is considered a high speed communication port?

- A. SCSI
- B. Serial
- C. NIC
- D. Parallel

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

A user reports that print jobs sent to a local printer are printing out as blank pieces of paper. Which of the following steps should the technician perform FIRST on the printer to determine the cause?

- A. Stop and restart the print spooler
- B. Reload the printer drivers
- C. Print an internal test page
- D. Replace the printer cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

Which of the following cable types consists of only four twisted pairs copper wires (Select 2)?

- A. UTP
- B. Fiber
- C. STP
- D. Coaxial

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

A technician replaces a toner cartridge. Which of the following is the BEST method to dispose of the used cartridge?

- A. Disassemble the used toner cartridge, dump toner and parts in the trash.
- B. Check with the manufacturer of the used toner cartridge regarding recycling programs.
- C. Dispose of the used toner cartridge after wrapping it with a plastic bag.
- D. Disassemble the used toner cartridge, dump any remaining toner in the trash, and recycle the parts of the used toner cartridge.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 51

Which of the following adapter cards allows I/O devices to be connected and can transmit data at 640Mbps?

- A. USB
- B. SCSI
- C. Parallel
- D. Serial

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

Which of the following does an AGP card provide?

- A. Video output
- B. Network interface
- C. Storage interface
- D. Memory expansion

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:



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