220-801 CompTIA A+ Certification Exam

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Exam A

QUESTION 1
New cabling has to be installed in a hospital with a very strict fire code. Which of the following Materials would MOST likely be related to this requirement?

A. Fiber Optic
B. PVC
C. Shielded Twisted Pair
D. Plenum

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
An ISP has provided a DSL Internet connection with a static IP address. A technician is setting up a small office home office (SOHO) wireless router and needs to provide Internet access to five PCs on the network. Which of the following should be enabled?

A. NAT
B. WPS
C. MAC filtering
D. Port forwarding

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
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: (none)
Explanation

Explanation/Reference:

QUESTION 4
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: (none)
Explanation

Explanation/Reference:

QUESTION 5
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: (none)
Explanation

Explanation/Reference:

QUESTION 6
A single office with five computers and a server is an example of which of the following?

A. PAN

B. WAN

C. SAN

D. LAN

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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: (none)
Explanation

Explanation/Reference:

QUESTION 8
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: (none)
Explanation

Explanation/Reference:

QUESTION 9
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: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following laptop displays would provide physical flexibility and transparency?

A. Standard LCD
B. Plasma
C. OLED
D. LED-backlit LCD

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
Which of the following printers includes an imaging drum and fuser assembly?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
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: (none)
Explanation

Explanation/Reference:

QUESTION 13
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: (none)
Explanation

Explanation/Reference:

QUESTION 14
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: (none)
Explanation

Explanation/Reference:

QUESTION 15
A technician is tasked with selecting components to build a computer that will be used for computer aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select

TWO).

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

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following devices transmits data to all ports regardless of final destination?

A. Firewall
B. Router
C. Switch
D. Hub

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A technician needs to replace an internal component on a laptop. Which of the following would be an important step to perform BEFORE replacing the component?

A. Review manufacturer's documentation for disassembly procedures
B. Remove all screws from the bottom of the case
C. Remove the display and all attached wiring from the base
D. Ensure that the battery has a full charge

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS?

A. External display
B. Webcam
C. Overclocking
D. Wireless

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
While performing maintenance on a system for a customer, the screen locks and requests a prompt for a password. Which of the following BEST represents the actions the technician should take to get the PC unlocked?

A. Look around the area for hints at what the password might be.
B. Find the user and have them enter their password.
C. Use third party software to bypass the prompt.
D. Try random passwords until it is accepted.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following offers the HIGHEST wireless security?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following should a technician check FIRST before upgrading the RAM in a laptop?

A. The speed of the FSB
B. The motherboard specifications
C. The BIOS manufacturer
D. The operating system version

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22

After print head replacement on a printer, it needs:

A. alignment.
B. lubrication.
C. cleaning.
D. driver reinstallation.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following uses a single connector to deliver both video and audio?

A. DVI
B. Serial
C. VGA
D. HDMI

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following 802.11 standards can operate at both 2.4 GHz and 5.0 GHz?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
255.255.0.0 is the standard subnet mask for which of the following IP classes?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 26
Which of the following expansion slots uses a serial connection?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following would allow for multiple computers to share a display and input devices?

A. AGP video adapter
B. KVM switch
C. Portable TDR
D. PCI video adapter

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following features would hide internal IP addresses from the Internet?

A. Network Address Translation
B. Port forwarding
C. Quality of Service
D. SSID broadcast

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

A. Two 500 GB SATA2 hard drives used in a JBOD array
B. Two 500 GB SATA2 hard drives in a hardware RAID 0

C. Two 500 GB SATA2 hard drives in a hardware RAID 1

D. Two 500 GB SATA2 hard drives in a software RAID 0

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Two new PCs will have a DVD-RW drive for support use. The PCs will be used for Point of Sales transactions and everything will be password protected or disabled. Which of the following is the BEST way to disable the DVD-RW drives?

A. The Registry

B. Device Manager

C. Disk Management

D. The BIOS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following connector types uses a single RCA style connector?

A. DVI

B. VGA

C. RGB

D. Composite video

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which of the following is an example of a Class A IP address?

A. 10.4.0.1

B. 169.254.0.1

C. 192.168.17.3

D. 254.200.53.5

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Joe, a customer, states that since the new firewall has been installed, he has not been able to send email.
Which of the following ports on the firewall should be checked?

A. 21
B. 25
C. 110
D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
When installing additional RAM for a laptop, which of the following would MOST likely be used?

A. PC card
B. SODIMM
C. DIMM
D. PCMCIA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A technician is trying to install a printer driver from a manufacturer's website, but is getting an incompatibility
error. This can be caused by:

A. a malfunctioning printer.
B. drivers designed for a different OS.
C. a bad printer cable.
D. 32-bit drivers on a 64-bit system.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
RG-59 is a designation for which of the following cable types?

A. Plenum
B. Fiber optic
C. Twisted pair

D. Coaxial

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following is the only place where initial boot settings can be configured?

A. CMOS
B. BIOS
C. MBR
D. HAL

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following expansion cards would MOST likely require the use of an external power connector to function properly?

A. PCI Express video card
B. PCI Express fiber card
C. PCI Express sound card
D. PCI Express network card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A technician is installing a processor upgrade onto an Intel 775 socket motherboard. Which of the following extra power connectors needs to be plugged in for the board to power on?

A. ATX 4-pin
B. Molex
C. PCIe 6-pin
D. PCIe 8-pin

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following channels, when used in close proximity to one another, provide the BEST protection against crosstalk?

A. 1 and 11
B. 2 and 10
C. 6 and 1
D. 6 and 11

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Which of the following network devices uses NAT to convert private IP addresses into public IP addresses?

A. NAS
B. Firewall
C. Hub
D. Bridge

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following would BEST protect equipment from power spikes?

A. Anti-static mat
B. HVAC system
C. Surge suppressor
D. Power strip

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following are examples of multimedia devices? (Select TWO).

A. Scanner
B. Digitizer
C. Webcam
D. Microphone

E. Touchscreen

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following is the strongest wireless encryption method?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
The term SFF refers to which of the following?

A. CPU speed
B. Memory size
C. Motherboard size
D. HDD size

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A threaded coaxial connector used to connect to a TV tuner is MOST often referred to as which of the
following?

A. F-connector
B. RJ-11 connector
C. IEEE 1394 connector
D. RJ-45 connector

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which of the following types of memory is used with laptops?

A. RAMBUS
B. SODIMM
C. ECC
D. SDRAM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following features is used for security in laptops and can be used by BitLocker in Windows 7 to encrypt the hard drive?

A. Virtualization extensions
B. BIOS password
C. TPM
D. CMOS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
The MAXIMUM transfer rate of eSATA is:

A. 1.54 Mbps.
B. 2.0 Gbps.
C. 3.0 Gbps.
D. 480 Mbps.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
When a power supply does not meet minimum requirements for a motherboard, which of the following can happen?

A. Computer will not POST
B. Computer will overheat
C. Monitor will not power on
D. Processor will not run at proper speed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
A technician realizes the problem Ann, a customer, is having before she is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

A. Continue listening to Ann's explanation until she is finished then refer her to a website so she can find the proper resolution.
B. Ask Ann to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
C. Finish listening to Ann's explanation without interrupting if it will not take an excessive amount of time.
D. Politely tell Ann that the technician knows the proper solution and that no further explanation is necessary.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
The SODIMM memory form factor is generally used in which of the following?

A. Laptops
B. Servers
C. Desktops
D. Workstations

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following should be used when building a high-end graphics workstation for CAD applications? (Select TWO).

A. Main memory of 8 GB or more
B. PCI-e video card with large amount of memory
C. More than 4 accessible USB 2.0 ports
D. A 32-bit OS to handle the large amount of expected disk I/O
E. An eSATA external drive

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following items describes the function of an inverter module used in a laptop?

A. Supplies DC to the backlight
B. Supplies AC to the LED panel
C. Converts AC to DC for the backlight
D. Converts DC to AC for the backlight

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A composite cable connects to which of the following connectors?

A. HDMI
B. S-video
C. DVI
D. RCA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Which of the following network devices would a client use to store data?

A. Access point
B. Bridge
C. Firewall
D. NAS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following is a private class B IP address?

A. 10.0.15.1
B. 172.16.0.1
C. 172.33.1.1
D. 192.168.1.1

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
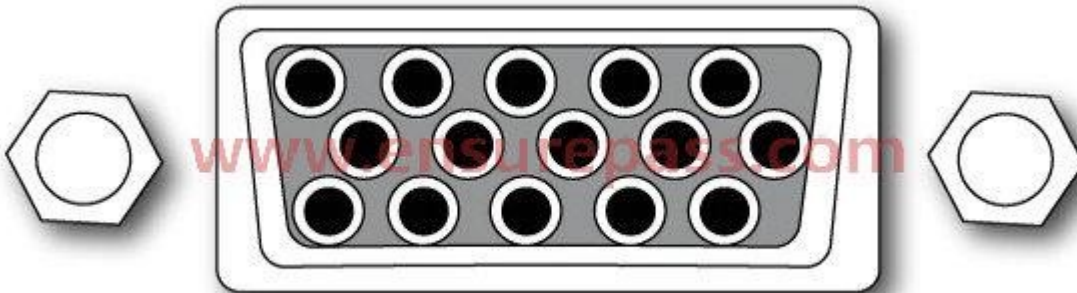Which of the following is the subnet mask for a Class C IP address?

A. 10.0.0.1
B. 192.168.1.1
C. 255.255.0.0
D. 255.255.255.0

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Please click on the exhibit button. Which of the following connector types is displayed?

A. BNC
B. Din-6
C. DisplayPort
D. DB-15

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following should be avoided when installing a laser printer?

A. Surge protector

B. UPS
C. RJ-45 connector
D. Toner

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Which of the following is the number of bits that comprises an IPv6 address?

A. 32
B. 64
C. 128
D. 256

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
Which of the following cables uses both the T568A and T568B standards?

A. Ethernet
B. Fiber
C. Coaxial
D. HDMI

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following is the MOST likely light source for a laptop screen? (Select TWO).

A. CCFL
B. CRT
C. Plasma
D. Matrix
E. LED

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
Which of the following requires a MINIMUM of four hard drives?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
A customer has asked for the ability to operate dual digital monitors. Which of the following is the BEST solution for accomplishing this?

A. Split the onboard video port.
B. Update the video drivers to allow for multiple monitors.
C. Add an adaptor to the onboard VGA port.
D. Install a video card with multiple DVI ports.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Joe, a technician, installs a new Blu-Ray player via an external cable. The PC has previously had a USB 3.0 expansion card installed into its PCI Express slot. When Joe powers on the Blu-Ray player, he notices the "USB 2.0 Device" pop up in the Windows System Tray. Which of the following are probable causes? (Select TWO).

A. A virus is attacking the USB 3.0 driver, forcing it to operate in USB 2.0 mode only.
B. The Blu-Ray player is plugged into the wrong port on the back of the PC.
C. The Blu-Ray player was mistakenly plugged into the FireWire port.
D. The Bluetooth connection from a nearby mobile device is interfering with the Blu-Ray player.
E. The Blu-Ray player had a DVD loaded into it and this caused the computer to malfunction.
F. The technician that installed the USB 3.0 expansion card forgot to install the USB 3.0 driver.

Correct Answer: BF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
Joe, a user, cannot browse on the intranet to a particular web server by using the servername given to him by

the administrator. Joe asks a coworker for the IP address of the same server, and is then able to access the webpage using the IP address. Which of the following is the MOST likely cause of the issue?

A. DNS is not configured correctly.
B. HTTP is not working on the server.
C. HTTP is not working on the client.
D. The network router is down.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Joe, a user, wants to secure his home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

A. Turn off DHCP
B. Use MAC filtering
C. Disable DMZ
D. Turn off SSID broadcasting

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following refers to a process of modifying an IP address to allow the device to become hidden and only accessible on a private network?

A. WPS
B. MAC filtering
C. DHCP
D. NAT

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following Internet connection types would have the MOST available bandwidth and highest transmission speed?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Which of the following characteristics BEST differentiates a Home Theatre PC from a CAD PC?

A. Ability to play optical media
B. Gigabit network connection
C. Small form factor
D. Ability to edit large files

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
When comparing analog display inputs to digital display inputs, which of the following is an advantage that digital has over analog?

A. Allows for higher brightness
B. More crosstalk
C. Sustains higher resolutions
D. Supports widescreen resolutions

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
A technician is called to replace a network jack that has been damaged. Which of the following tools will the technician need to complete this task?

A. Toner probe
B. Multimeter
C. Loopback plug
D. Crimper

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74

Ann, a home user, would like to connect her laptop display to her home HD television. Which of the following is the BEST solution?

A. Connecting the laptop's VGA output to an HDMI adaptor
B. Connecting the laptop's VGA output to the television's VGA input
C. Connecting the laptop's USB output to the HD television's HDMI adaptor
D. Connecting the laptop's USB output to the television's USB input

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

A. Update the BIOS for compatibility.
B. Put on an ESD strap.
C. Use an anti-static bag to hold the RAM while installing.
D. Clean out the PC with compressed air.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A small business has a Terminal Services server that off-site employee's access. The server is at an address of 192.168.20.10 and the local router is at 192.168.20.1. Which of the following would be the correct entries to enter into the router's port forwarding to ensure that Terminal Services traffic is getting routed efficiently?

A. Port 3389, Address 192.168.20.1
B. Port 443, Address 192.168.20.1
C. Port 3389, Address 192.168.20.10
D. Port 443, Address 192.168.20.10

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
When comparing DSL broadband to cable broadband, which of the following is an advantage of DSL broadband?

A. Upgraded copper lines allow maximum speed greater than cable
B. Signal is not shared back to the switch
C. Signal is shared back to the switch

D. Distance is not a factor in signal speed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
When installing multiple SCSI drives in a system, which of the following is correct?

A. All drives must have the same SCSI ID.
B. Drives will be automatically assigned an ID by the controller.
C. Drives in the same RAID array must have the same SCSI ID.
D. Each drive must have a different SCSI ID.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
When computers are connected on a network in a manner where the data flows to a central point and then back out describes which of the following networks?

A. Ring
B. Mesh
C. Star
D. Hybrid

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Joe, a user, reports that his laptop display is very faint and hard to read. Which of the following is the MOST likely cause?

A. The video card is failing.
B. The display screen has been damaged.
C. The backlight has failed.
D. The inverter is bad.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
Which of the following would be the MOST important factor to consider when building a virtualization workstation?

A. High-end graphics card with onboard memory
B. A compact form factor
C. Dual monitor support
D. Maximum RAM and CPU cores

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Which of the following are standard AMD processor socket types? (Select TWO).

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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
Which of the following is the form factor of a standard Parallel connector?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following BEST describes the purpose of an inverter in a laptop?

A. Allow for more than two USB devices to access power
B. Convert direct current to alternating current
C. Rotate the image to properly align it with the user

D. Provide power to the backlight of the screen

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
Which of the following cable types would be the BEST option to transmit video 2000 feet (609.6 meters) without the use of a repeater?

A. RG-59
B. Fiber
C. CAT6
D. RG-6

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A technician is given a task of terminating a bundle of CAT5 cables that have not been labeled. Which of the following tools will be the BEST to perform this job task?

A. Crimper, multimeter
B. Crimper, cable tester, toner probe
C. Crimper, cable tester
D. Crimper, toner probe, multimeter

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following technologies is responsible for communication with the CPU?

A. eSATA
B. PCI express
C. Southbridge
D. Northbridge

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
Which of the following wireless technologies is primarily setup for video/audio and the frequency is 5 GHz?

A. Cellular
B. 802.11a
C. 802.11b
D. Satellite

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Joe, a user, has installed a new monitor on an existing system. Joe calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?

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

D. The new monitor requires updated drivers to be installed.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Joe, a home user, reports that on occasion he cannot print from his laptop to his wireless printer. The problem seems to occur only when Joe is at one end of his home. A technician checks the signal strength of the laptop in that location and finds it to be good. The technician notes that Joe's router is using the default SSID with no encryption. Which of the following could be the issue?

A. The printer drivers need to be updated on the laptop.
B. The wireless printer does not have wake on LAN set properly.
C. The laptop is picking up another router with default settings.
D. The wireless network needs to have encryption turned on in order to print.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
When replacing the CPU in a laptop, which of the following locations should have thermal grease applied?

A. Connection points on the system board
B. Bottom of the CPU
C. Top of the CPU
D. Axis of the cooling fan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Which of the following printer processes would be LEAST suitable for creating archival documents?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
Which of the following would a technician need to setup a cable modem at a customer's home? (Select TWO).

A. Coaxial
B. CAT5e
C. PVC
D. Plenum
E. Fiber

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
Which of the following IEEE 802.11 standards operates natively in both the 2.4Ghz and 5Ghz spectrum?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Which of the following external ports would a technician use to connect a keyboard? (Select TWO).

A. eSATA
B. IEEE 1394

C. USB
D. PS/2
E. VGA

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
A technician has 2GB of data that needs to be backed up from a customer's Windows 7 computer. Which of the following storage media should the technician use?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
Which of the following adapter types uses a 7-pin cable to transmit video signals?

A. RGB
B. S-Video
C. HDMI
D. DVI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam B

QUESTION 1
Which of the following connectors would MOST likely be used on a POTS line?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following IP addresses can be pinged from the Internet?

A. 10.0.0.1
B. 68.14.24.3
C. 172.16.2.1
D. 192.168.1.1

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A technician is tasked with purchasing a wireless router that is backwards compatible with any other wireless device. Which of the following standards should the technician choose?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A technician needs to extend the wireless signal in a building. Which of the following should the technician use?

A. Access Point
B. Switch
C. Hub

D. Router

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following types of device cable types are used to connect output devices such as printers and scanners?

A. Parallel
B. eSATA
C. IDE
D. PATA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following would MOST likely be used for a gigabit connection?

A. RG-6
B. CAT6
C. CAT5
D. CAT3

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
A new firewall has recently been installed and several users are now unable to access the Internet. Which of the following ports is MOST likely being blocked?

A. 23
B. 25
C. 80
D. 110

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
A new secure SOHO is being setup using a wireless network. The users do not want any surrounding neighbors to be able to use this new network. Which of the following would MOST likely need to be configured? (Select TWO).

A. Configure WAP to use Channel 7
B. Configure WAP to use Channel 11
C. Enable SSID broadcast
D. Disable SSID broadcast
E. Enable DHCP server on the router
F. Configure wireless encryption
G. Configure WAP to use Channel 1

Correct Answer: DF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A user is required to use a directly connected local printer but is unable to print any documents properly.

Various characters are excessively being printed on the top and bottom of each page. Which of the following actions would correct this issue?

A. Update the language drivers
B. Connect to the printer using Bluetooth
C. Update the print drivers
D. Connect to the printer using the wireless LAN connection

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
A technician needs to replace a PCI card on a desktop safely. Which of the following would be required prior to touching any of the computer parts within the desktop?

A. Grounding wires
B. Waterproof mat
C. ESD strap
D. Cable management straps

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
USB 2.0 and which of the following ports share the same connector?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
A computer technician is installing a new wireless router for a small office. The office already has an internal device that assigns addresses to users. Which of the following functions needs to be disabled on the router to prevent conflicts?

A. DMZ capability
B. MAC filtering capability
C. Network Address Translation
D. DHCP server functionality

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following characteristics is generally found on a docking station that port replicators do not offer?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
When dealing with customers who may be from different countries, which of the following considerations is MOST important to keep a professional work environment?

A. Do not engage in small talk with a customer; this ensures that no feelings can ever be upset.
B. Be wary that some people may be more sensitive to time guarantees on projects.
C. Be sensitive to cultural differences that may exist for the other party.
D. Be careful not to simplify technical terms with the other party.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A support technician is troubleshooting a user's inkjet printer. The technician notices that color prints appeared blurred with too much yellow on the right of images and too much cyan on the left of pictures. Which of the following could the technician do to correct the color printing?

A. Replace the fuser assembly
B. Replace the cyan cartridge
C. Change the yellow cartridge
D. Calibrate the print heads

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following RAM types supports triple channel configurations?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following memory types is used exclusively in laptops?

A. DIMM
B. DDR3
C. RAMBUS
D. SODIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following laptop features can normally be modified using function keys?

A. Enabling/disabling infrared
B. Enabling/disabling an external display
C. Enabling/disabling print spooling
D. Enabling/disabling drive encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
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: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following wireless standards only uses TKIP encryption?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following ports MUST be open on a firewall for TELNET to be used?

A. 21
B. 23
C. 53
D. 110

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following can provide several networking transmission methodologies to be utilized in a single device?

A. Switch
B. Bridge
C. Hub
D. Router

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following precautions should be followed when replacing RAM in a laptop computer? (Select TWO).

A. Remove CMOS battery
B. Follow ESD procedures
C. Remove all power
D. Remove CD-ROM drive
E. Check for liquid contamination

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
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: (none)
Explanation

Explanation/Reference:

QUESTION 28
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: (none)
Explanation

Explanation/Reference:

QUESTION 29
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: (none)
Explanation

Explanation/Reference:

QUESTION 30
Ann, a user, has moved the orientation of her desk and now has to arrange the power and network cables, which are unable to be run along the baseboard. Which of the following would be the safest and most practical approach?

A. Purchase a small throw rug.
B. Use a rubberized floor cord cover.
C. Secure with ISO compliant duct tape.
D. Install a raised floor system.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
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: (none)
Explanation

Explanation/Reference:

QUESTION 32

A user reports that an impact printer is printing characters that are not complete and instead have certain parts missing in most letters. The user has replaced the ribbon, but the problem persists. Which of the following is likely the cause of the issue?

A. The platen roller is damaged and needs to be replaced.
B. The paper is improperly installed and not being fed as required.
C. Some pins on the print head are damaged.
D. The print jobs being submitted are not properly formatted.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Joe, a user, requests that a new printer be installed for his SOHO environment. Joe wants to be able to print to the device from any location within the SOHO. Which of the following should be used?

A. Infrared (IR)
B. Serial
C. 802.11
D. Bluetooth

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Joe, 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: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following is a standard Intel processor socket type?

A. F
B. 754
C. 940

D. LGA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which of the following cable types is LEAST affected in areas of high EMI?

A. UTP
B. Coax
C. STP
D. Fiber

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Joe, an irate customer, calls the help desk and informs the technician that no one has fixed his problem. The technician looks up the request in the system and finds that the issue is a warranty claim for accidental damage that is not covered by the company. Which of the following would be the BEST approach to resolve Joe's concerns?

A. Tell Joe that the warranty company has already decided not to fix his computer due to the notes in the system.
B. Immediately escalate Joe to the company's department manager.
C. Tell Joe that he does not have an accidental damage warranty and end the call politely.
D. Listen politely to Joe and inform him that accidental damage is not covered by his warranty and escalate to a manager.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Ann, a customer, has an older printer that has no network or USB connection but she still would like to use it on her new machine. Which of the following would be the MOST likely card a technician should install?

A. FireWire card
B. Riser card
C. Wireless card
D. Serial/Parallel card

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 39
Which of the following is MOST likely found inside a laptop display assembly? (Select TWO).

A. Battery
B. Volume control
C. Webcam
D. Wireless antennas
E. Finger print sensor

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
A technician is tasked with setting up a web server for a small business. Where would the technician place the server so that it is accessible from the Internet while keeping the customer's network separated from it?

A. In the DMZ
B. Behind NAT
C. Outside the DHCP scope
D. Inside the DHCP scope

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
How many total IP addresses are represented by the 255.255.255.0 netmask?

A. 128
B. 256
C. 512
D. 1024

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician is trying to install an ExpressCard device for a user. The user's laptop is confirmed to have one spare slot for ExpressCard devices, however, the card is simply too large to fit into the labeled port. Which of

the following is MOST likely the issue?

A. The slot is for ExpressCard/34 devices.
B. The slot is for ExpressCard/54 devices.
C. The slot is for PCMCIA Type I devices.
D. The slot is for PCMCIA Type II devices.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
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: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following peripherals needs to be configured after installation to work correctly?

A. Speakers
B. KVM
C. Digital camera
D. Touch screen

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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

QUESTION 46
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

QUESTION 47
A customer requires that both of the default FTP ports be allowed on the firewall. Which of the following should the technician enable to allow this communication? (Select TWO).

A. TCP/20
B. UDP/20
C. TCP/21
D. UDP/21
E. TCP/22
F. UDP/22

Correct Answer: AC

QUESTION 48
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

QUESTION 49
A technician is building a gaming PC for a user. The user wants to dual boot between Windows XP 32-bit and a 64-bit version of Windows 7 as some of the games require XP. The user requests the following specifications:

- 64-bit i7 processor, (consisting of 6 cores @ 3.0GHz) 16 GB of RAM (consisting of two 8 GB modules)
- One 200 GB SSD
- RAID 1 (consisting of two 1TB SATA Drives)
- Two 2 GB SLI Video Cards

Which of the following components should the technician warn the user will be reported differently depending on the operating system that is currently booted?

A. RAID
B. RAM
C. Processor
D. SSD Drive
E. Video Card

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Click on the exhibit button. Which of the following memory types is shown in the graphic provided?

A. RIMM
B. RAMBUS
C. SIMM
D. SO-DIMM

Correct Answer: D

QUESTION 51
Click on the exhibit button. Which of the following is the purpose for the tool shown in the exhibit?

A. Terminating UTP cable
B. Terminating COAX cable
C. Test network card
D. Splicing fiber cable

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
After making repairs to a user's system, which of the following actions should a technician take?

A. Close the case and wait for the customer to call again in the future
B. Leave the case open in the event a similar issue arises
C. Contact the customer a few days later to determine the state of repairs
D. Wait to update service records until the repair is confirmed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
ECC memory offers which advantage over non-ECC memory?

A. Less energy consumption
B. The capability of error correction
C. More efficient core communication
D. Broader BUS throughput

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following items should be used when cleaning a laser printer of excess toner?

A. Tape
B. Compressed air
C. Dry cloth
D. Vacuum

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A non-Ethernet printer needs to be shared by users within a small workgroup. The solution cannot be dependent upon a user's computer being powered on. Which of the following solutions is appropriate?

A. Installing a hardware print server
B. Upgrading the operating systems within the workgroup
C. Sharing a single folder from where print jobs can be queued
D. Sharing the printer from a local PC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Which of the following locations stores the boot sequence for a desktop computer?

A. BIOS
B. TPM
C. CPU
D. Boot sector

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Thermal paste is used with which of the following components?

A. Fan
B. Heat sink
C. Motherboard
D. RAM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Ann, a customer, requests a high-capacity, cost effective backup media that she can administer and store offsite with no assistance. Which of the following media types would BEST meet Ann's request?

A. Tape
B. DVD
C. Floppy
D. SSD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Ann, a small business client, requests a secure SOHO wireless network setup. Ann wants to minimize interference as much as possible from the surrounding businesses yet needs the flexibility for her guests to access the network when authorized. Which of the following would be a feasible solution for Ann?

A. SSID broadcast off
B. No wireless password
C. Channel change
D. MAC filtering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60

Which of the following connectors has a distinct round shape to it?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Three locations in the same company are connected with routers to a private T-1 point-to-point line. The sites have their own dedicated private subnets but can route to each other. Which of the following networks is described in this scenario?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR-PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR-PC800. Which of the following is true about the PC after installing the additional RAM modules?

A. The system only accesses the pair of 2GB RAM modules
B. The system accesses all RAM at 100MHz
C. The system enables ECC on all RAM modules
D. The system will not work as all RAM has to be equal sizes

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following devices requires 12V of power from the power supply?

A. Serial Port Card
B. CD-ROM Drive
C. Parallel Port
D. Audio Jack

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A user has replaced the media in a direct thermal printer with a new type of label. The user reports that when the labels are fed through the printer, nothing is printed on the label. Which of the following is the MOST likely issue?

A. Print jobs are formatted incorrectly for the new media
B. The heating element needs to be cleaned or replaced
C. The user did not reset the printer after installing the media
D. An incorrect media type is being used in the printer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Separator pads or rollers are designed to do which of the following?

A. Ensure proper spacing between the fuser assembly rollers and media
B. Ensure that only one page at a time enters the printing process
C. Provide spacing for different media types when loaded in the same printer
D. Provide even line spacing throughout the page during the printing process

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A user wishes to dispose of a CRT monitor that is no longer working. Which of the following steps should a technician complete before proceeding with the disposal?

A. Break the glass in the CRT in a controlled environment to prevent injury
B. Discharge all capacitors in the CRT and remove them before disposal
C. Ensure familiarity and compliance with all relevant local regulations
D. Ensure that the monitor is no longer working and repair if possible

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A technician is told that a networked computer will PING the loopback address, but cannot connect to the Internet, nor connect to any file shares. The same computer, when plugged into the network at a different location, works fine. Which of the following tools should the technician use to help determine the cause of the problem?

A. Toner probe
B. Cable tester
C. Multimeter
D. Crimper

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
When troubleshooting a PC that intermittently shuts off, which of the following should be monitored?

A. Boot sequence
B. CPU temperature
C. SMART status
D. TPM module

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
A technician is giving a safety class to new employees. Which of the following contains potentially dangerous voltages and should be handled with care, even if the power has been recently disconnected?

A. Laser printer
B. Wireless router
C. Paper shredder
D. CRT monitor

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following uses policies to direct network traffic?

A. Router
B. Switch
C. Access Point

D. Bridge

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
After a system was hacked by an outsider, a technician is dispatched to the system. The technician records the location of the system on a log and then signs the system over to a tier-two technician. The tier-two technician analyzes the system and then signs it over to the case manager. Which of the following is this an example of?

A. Evidence preservation
B. Process documentation
C. Due process
D. Chain of custody

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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: (none)
Explanation

Explanation/Reference:

QUESTION 73
A company has multiple operating systems and printer models throughout their campus. None of the printers need to be physically secured and are openly accessible throughout the company. Which of the following would be the BEST way to share these print devices?

A. 802.11x
B. Print server
C. Local sharing
D. Bluetooth

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
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
E. Security Lock

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Ann, a user, calls requesting help selecting a printer connection technology. She wants to connect multiple devices to her laptop docking station using an external hub. Which of the following connection technologies would BEST meet Ann's need for multiple devices?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
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: (none)
Explanation

Explanation/Reference:

QUESTION 77
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: (none)
Explanation

Explanation/Reference:

QUESTION 78
A technician is tasked with improving the speed at which a system boots and loads applications as well as improving data availability. Which of the following should the technician implement?

A. Upgrade external storage to USB 3.0
B. Upgrade non RAID hard drives to SSD
C. Configure software RAID 5
D. Install additional eSATA drives

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
The Tower of Hanoi is MOST likely configured in a system which implements:

A. a high RPM drives.
B. a tape drive.
C. an externally attached storage.
D. a RAID configuration.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following uses the RC4 cipher? (Select TWO).

A. WPA-personal TKIP
B. WEP
C. WPA2-enterprise CCMP
D. WPA2-personal CCMP
E. AES

QUESTION 81
Which of the following wireless encryption types is vulnerable to weak IVS attacks?

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

QUESTION 82
A datacenter server technician notices that several of the last sticks of RAM which were installed as upgrades have been found damaged due to static electricity. This only occurs in a particular server room within a large datacenter. Which of the following environmental hazards is MOST likely at play here?

A. Humidity levels are well below average
B. Temperature levels are too high
C. Temperature levels are well below average
D. The room does not have enough ventilation

QUESTION 83
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

QUESTION 84
During a presentation, a client removes confidential proposal materials from the presenter's laptop via an IR connection. This behavior is expressly prohibited by the company. The client's location in the audience is immediately identified. Which of the following should the technician do NEXT?

A. Track the evidence
B. Report to the proper channel
C. Identify the information compromised
D. Document the security breach

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following Internet connection types would typically have the GREATEST latency?

A. Satellite
B. WiMAX
C. Cellular
D. ISDN

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
An end user is designing a PC with a clear acrylic access panel to show off the insides. The user wants the inside to stay cool, but as dust free as possible. Which of the following would BEST meet this scenario?

A. Create a positive pressure air flow with unfiltered intakes and filtered exhausts
B. Create a positive pressure air flow with filtered intakes and unfiltered exhausts
C. Create a negative pressure air flow with unfiltered intakes and unfiltered exhausts
D. Create a negative pressure air flow with filtered exhausts and unfiltered exhausts

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A technician has been asked to determine why a user's print jobs to a particular printer always seem to be delayed compared to other user's submitted jobs. The user states that the jobs print without error, but always seems to be the last jobs to complete at the heavily used shared printer. Which of the following should the technician perform?

A. Adjust the print spooler settings

B. Change the user's IP settings

C. Update the printer's firmware

D. Reload the user's print drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
A user states that a network printer, attached to and shared from a co-worker's computer, does not always
print the jobs submitted to it. The user adds that it seems to happen at different times throughout the day, but
at other times works fine. Which of the following is MOST likely the cause?

A. The co-worker's computer is hibernating

B. The user's print drivers are incompatible

C. The printer has entered power save mode

D. The submitted jobs are incompatible
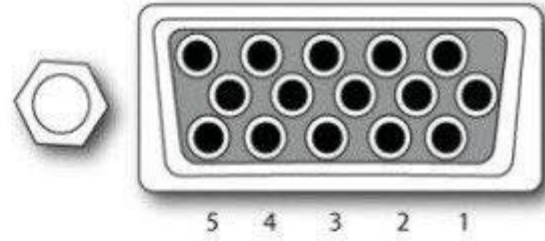
Correct Answer: A
Section: (none)
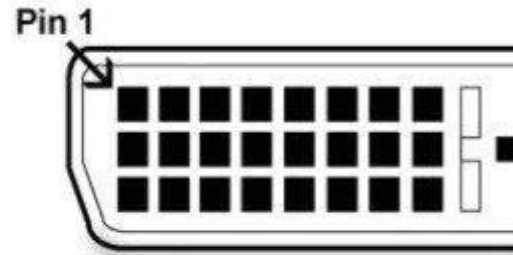**Explanation**

Explanation/Reference:

QUESTION 89
DRAG DROP
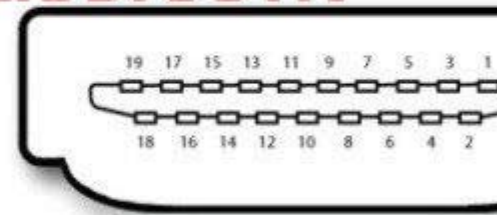Place the appropriate token next to each graphic

DVI

HDMI

Composite

S-video

VGA

Serial

Pin 1

www.ensurepass.com

19 17 15 13 11 9 7 5 3 1

18 16 14 12 10 8 6 4 2

5 4 3 2 1

4 3

2 1

A.

B.

C.

D.

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:

DVI

HDMI

Composite

S-video

VGA

Serial

VGA

Pin 1

DVI

HDMI

19 17 15 13 11 9 7 5 3 1

18 16 14 12 10 8 6 4 2

S-video
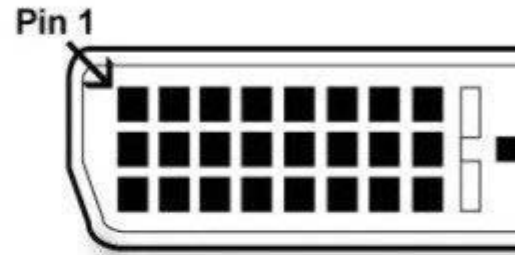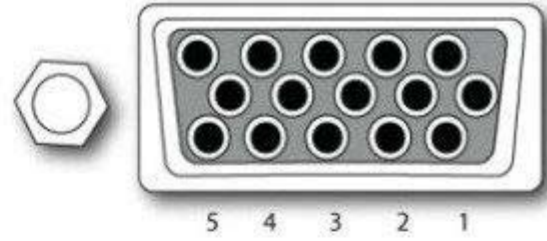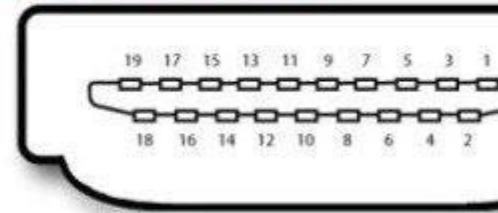
QUESTION 90
DRAG DROP
Place the appropriate token next to each graphic

	Maximum Distance	Typical Use
Bluetooth		
InfraRed		
Radio Frequency		

Options: 100 m | < 100 m | > 1 Km | Cell Phone Headset | Passive Motion Detector | WAP

A.
B.
C.
D.

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following is a public IP address?

A. 10.0.0.1
B. 62.10.1.1
C. 172.16.0.1
D. 192.168.1.1

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Which of the following ports MUST be open to connect to a PC using RDP?

A. 21
B. 80
C. 443
D. 3389

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Which of the following is the MAXIMUM transfer speed of USB 2.0?

A. 100 Mbps
B. 400 Mbps
C. 420 Mbps
D. 480 Mbps

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Which of the following display connections has 15-pins?

A. RGB
B. VGA
C. DVI
D. HDMI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
Which of the following connector types is only used for Coaxial?

A. RJ-11
B. ST
C. F
D. RJ-45

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following cable types has the MAXIMUM transfer rate of 1 Gbps?

A. CAT3
B. CAT5
C. CAT5e
D. CAT6

Correct Answer: C

QUESTION 97
Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

A. APIPA
B. ARP
C. IPv6
D. DNS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Which of the following wireless standards is backwards compatible with 802.11g?

A. 802.11a
B. 802.11b
C. 802.11n
D. 802.1q

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
Which of the following types of RAM can be used in a dual channel configuration?

A. SDRAM
B. RAMBUS
C. DDR
D. DIMM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
Which of the following is the BEST protocol to use for securely transferring large files?

A. Telnet
B. SSH
C. SFTP
D. FTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Exam C

QUESTION 1
Which type of fire extinguishing technology should be used when encountering an electrical fire?

A. Class B fire extinguishers
B. Overhead sprinkler system
C. Water-based fire extinguishers
D. Non-water based extinguishers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following will provide the BEST protection against power failures and data loss?

A. Auto-switching power supply
B. Uninterruptible power supply
C. Line conditioner
D. Surge suppressor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which of the following tools are commonly used to remove dust and debris from inside a computer? (Select TWO).

A. Cotton and alcohol
B. Vacuum
C. Compressed air
D. Anti-bacterial surface cleaner
E. Feather duster

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following is the BEST way to explain RAID to a non-technical user?

A. "RAID is a dynamic logical disk management system."
B. "RAID uses multiple hard disks to increase performance and/or provide protection against data loss."
C. "RAID uses data striping to reduce hard drive write time and parity bits to reconstruct the data from a failed

hard drive."

D. "RAID stands for Redundant Array of Independent Disks".

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which of the following is representative of a class C address type?

A. 10.15.1.4
B. 169.254.125.15
C. 172.20.15.5
D. 192.168.1.15

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

A. Graphic workstations require flash memory
B. The memory is incompatible for the workstation
C. Graphic workstations require solid state memory
D. The workstation has no available memory slots

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following MUST be performed when installing a PCI sound card for use instead of the onboard sound?

A. Install drivers
B. Install additional memory
C. Configure the jumpers
D. Flash the BIOS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following hard drive types would be considered the MOST likely to survive a fall?

A. SCSI
B. Solid State
C. IDE
D. SATA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following are the MOST important factors to address when a technician is choosing the components for a CAD workstation? (Select THREE).

A. Large drive space allocation
B. Powerful sound card
C. Multiple network cards
D. Multiple large HD monitors
E. Powerful video card
F. Maximum RAM
G. Powerful processor

Correct Answer: EFG
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following is the speed limitation for CAT3 wiring?

A. 1 Mbps
B. 10 Mbps
C. 100 Mbps
D. 1000 Mbps

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
If a technician is trying to remote into a computer through a firewall, which of the following ports, by default, MUST be forwarded?

A. 21
B. 25
C. 110
D. 3389

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following wireless network standards provides the FASTEST throughput?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following allows a technician to enable support for a USB 1.1 device?

A. MBR
B. HCL
C. BIOS
D. AGP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following connectors from a power supply should be used with a graphics expansion card?

A. 8-pin 12 volt
B. PCIe 6-pin
C. 20-pin
D. SATA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
An end user requires a computer to support computer aided drafting and computer aided modeling. Which of the following component packages should a technician recommend to the end user?

A. Powerful processor, high-end graphics card, and maximum RAM
B. File streaming, printer sharing, and a RAID array
C. Surround sound audio, compact form factor, HDMI output
D. Processor and RAM that meets minimum Windows requirements

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
After installing a bar code reader, which of the following is commonly done to configure the reader?

A. Scan in program codes
B. Enable the code reader in the BIOS
C. Use Device Manager to enable I/R ports
D. Adjust jumper switches

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following expansion slots would support the HIGHEST transfer speeds for high-end graphics cards? (Select TWO).

A. PCIe
B. AGP 8x
C. PCI
D. ISA
E. AGP

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following represents a connector that supports the connection of external devices? (Select TWO).

A. IEEE1394
B. eSATA

C. EIDE

D. SATA

E. IDE

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following are the MOST important considerations when configuring a PC that will be used for a CAD / CAM workstation? (Select TWO).

A. Gigabit NIC

B. HDMI output

C. Maximum RAM

D. Powerful processor

E. High end audio output

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following input devices allows multiple PCs to share a common display?

A. Router

B. Bridge

C. KVM

D. Wireless keyboard

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following connectors would be found on a twisted pair cable?

A. RJ-45

B. BNC

C. SC

D. ST

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Which of the following allows for the FARTHEST transmission distance for data?

A. Bluetooth
B. Single-mode fibre
C. RG-6 cable
D. CAT6 cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
The helpdesk technician has been tasked to reinstall the OS on a desktop and has already inserted the OS install disk in the CD-ROM. Which of the following would MOST likely need to be configured within the BIOS to continue reinstalling the OS?

A. BIOS password
B. Flash BIOS for firmware upgrade
C. Boot sequence
D. Clock speeds

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A user is requesting assistance in building a custom made PC for home theater use to connect to their existing large LCD screen. Which of the following components should MOST likely be recommended? (Select TWO).

A. Large IDE hard drive
B. HDMI output
C. Dual monitors
D. RAID array
E. TV tuner

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?

A. Speakers
B. Monitors
C. Scanners
D. Projectors

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

A. DNS address
B. Default gateway
C. Subnet mask
D. DHCP lease

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A user is trying to setup a small office home office (SOHO) wireless network and does not want any neighbors to be able to discover the network. Which of the following parameters would MOST likely be configured?

A. Configure a proxy server address
B. Enable WEP encryption
C. Disable SSID broadcast
D. Configure DMZ settings

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following would provide continuous power to various devices connected to it during a power surge or outage?

A. Line conditioner
B. Power strip
C. Battery backup
D. Surge suppressor

Correct Answer: C

QUESTION 29
Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

A. Mesh
B. Ring
C. PBX
D. Bus

Correct Answer: A

QUESTION 30
Which of the following memory features allows for the protection against random inconsistencies in the transfer of the data?

A. Low latency
B. Dual channel
C. ECC
D. Single channel

Correct Answer: C

QUESTION 31
Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

A. MBR
B. CMOS
C. VRAM
D. BIOS

Correct Answer: D

QUESTION 32
Which of the following storage media would be used to build a RAID 5 array?

A. Dual layer DVDs
B. SATA HDDs
C. Flash drives
D. Blu-ray discs

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following video cable types would be MOST likely to experience gradual, degraded signal quality over a long distance?

A. HDMI
B. DisplayPort
C. VGA
D. DVI

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A DVI-D cable is generally used for which of the following computer functions?

A. Delivering audio only
B. Delivering audio & video
C. Delivering video only
D. Delivering an analog signal

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
An IP address of 10.10.1.180 would be considered part of which of the following address classes?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 36
Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Basic Internet web traffic generally travels on which of the following ports?

A. 25 and 53
B. 53 and 8080
C. 80 and 443
D. 110 and 53

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following printer types needs to have toner replaced as part of the normal maintenance cycle?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following technologies has the SHORTEST wireless range for printing?

A. 802.11g
B. 802.11a
C. Bluetooth

D. Infrared

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

A. Change control management
B. Chain of custody
C. Channel escalation
D. MSDS documents

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
After installing a new serial port card in a computer, the communication parameters need to be configured. Which of the following is the MOST common communication configuration for a serial port?

A. Eight data bits, even parity, two stop bits
B. Seven data bits, no parity, one stop bit
C. Eight data bits, no parity, one stop bit
D. Seven data bits, even parity, one stop bit

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician has installed a digital display. Which of the following is TRUE about the native resolution of a digital display?

A. It has the slowest refresh rate.
B. It causes the display to use pixel interpolation.
C. It is the lowest resolution.
D. It provides the best quality display.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following describes the use of the DNS protocol as it relates to a TCP/IP network?

A. Provides remote connectivity to resources on the network
B. Provides separate control and data connections between network resources
C. Provides mapping of user friendly names to network resources
D. Provides automated addressing to resources on the network

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following describes the expected properties of an asynchronous digital subscriber line service?

A. The data upload speed is faster than the data download speed.
B. The data download speed is faster than the data upload speed.
C. The data upload speed is the same as the data download speed.
D. The data throughput speed direction can be selected based on the user's discretion.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Which of the following devices transmits data to all ports regardless of final destination?

A. Firewall
B. Router
C. Switch
D. Hub

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

A. To add additional drivers to emulate a different printer
B. To add additional drivers for other printers on the computer
C. To add additional drivers for other operating systems
D. To add additional drivers for different printing modes

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following features can be configured with keyboards to assist users with disabilities?

A. Pointer trails
B. Magnifier
C. Sticky keys
D. Character map

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following connector types is associated with a fiber connection?

A. RJ-45
B. RJ-11
C. LC
D. HDMI

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following media types is LEAST likely to be affected by electromagnetic interference?

A. Coaxial
B. Fiber
C. Wireless B
D. HSPA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Which of the following BEST describes the function of DHCP?

A. Blocks MAC address with security violations
B. Translates IP addresses to names
C. Encrypts data traffic on a network
D. Assigns IP addresses on a network

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following network types BEST represents a network centered around one individual?

A. LAN
B. PAN
C. Cloud
D. MAN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following expansion slots can ONLY be found on a desktop computer?

A. PCI express
B. Express Card 34
C. Express Card 54
D. PCMCIA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

A. Docking station
B. VGA to DVI converter
C. Adjustable monitor arm
D. PCMCIA card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which of the following is MOST likely to be reset during a standard printer maintenance?

A. Print job cache
B. Paper and tray settings
C. Page count
D. Job queue

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
When unable to get an IP address from a server, which of the following represents an APIPA address that a PC might receive?

A. 10.0.1.111
B. 65.71.1.111
C. 169.254.1.111
D. 192.168.1.111

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following settings, when enabled, is MOST likely to result in an IP address conflict on a local network?

A. Custom DNS address
B. QoS enabled

C. UPnP enabled
D. Static IP address

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Which of the following features makes logical processor cores appear as physical cores to the operating system?

A. XD-bit
B. Hyperthreading
C. MMU virtualization
D. 64-bit architecture

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following is typically installed by connecting multiple DVI and USB cables to it?

A. Touch screen
B. LCD panel
C. Webcam
D. KVM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

A. WPA
B. DHCP
C. WINS
D. DNS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Which of the following devices on a home network should be placed in a DMZ?

A. Backup server
B. Gaming server
C. Smartphone
D. Wireless printer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
Which of the following devices converts digital signals to analog ones?

A. Modem
B. Switch
C. Hub
D. Router

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following printers is required when carbon paper is used?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A user discovers that color laser prints are printing slightly off-color. Which of the following should help restore the appropriate colors?

A. Use different paper
B. Replace the fuser
C. Replace the duplexer
D. Calibrate the printer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
ECC memory is primarily used in which of the following computers?

A. Tablet
B. Desktop
C. Server
D. Laptop

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A technician must trace a network cable from a user's desk to the punch down block in the wiring closet. Which of the following tools would be the BEST choice?

A. Cable tester
B. Multimeter
C. Loopback plug
D. Toner probe

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A DSL modem MOST commonly uses which of the following media?

A. Cable TV coax
B. Fiber optic cable
C. Wireless adapter
D. Household telephone lines

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following printer types uses an imaging drum?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3. Which of the following is the MOST likely outcome of this upgrade?

A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
B. The DDR3 notebooks are the only ones that will accept the new memory.
C. The DDR2 memory will fit into the DIMM positions and work.
D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A technician must replace a 10/100 NIC in a Windows XP PC. The failed NIC is no longer available and a substitute 1 GB NIC will be used. Which of the following MUST be performed to accomplish the task?

A. The drivers for the new 1 GB NIC must be installed.
B. The NIC speed cannot exceed 10/100 and the PC must support digitally signed drivers.
C. The PC must be rated to support the 1 GB NIC speed.
D. The network cable must also be upgraded.

Correct Answer: A

QUESTION 72
Which of the following are components of an "active" CPU cooling solution?

A. A heatsink and thermal compound.
B. A heatsink, radiator, and thermal compound.
C. A heatsink, attached fan, and thermal compound.
D. A heatsink, case fan, and thermal compound.

Correct Answer: C

QUESTION 73
Which of the following memory form factors is MOST commonly found in laptops?
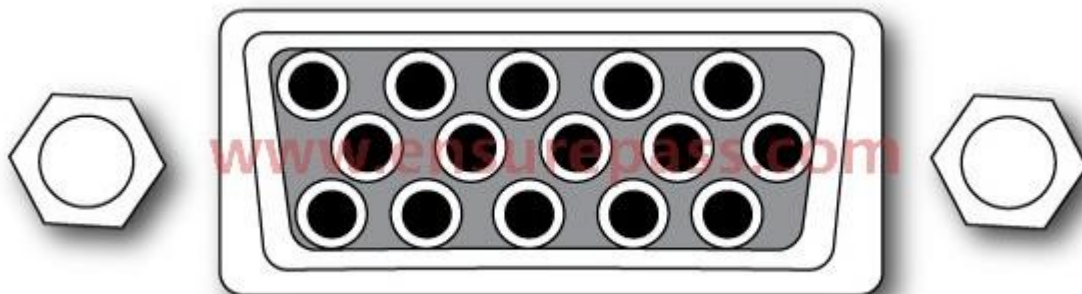
A. SDRAM
B. SODIMM
C. RAMBUS
D. DIMM

Correct Answer: B

QUESTION 74
Click on the Exhibit button. Which of the following describes the port type pictured in the image?

A. VGA
B. Serial
C. Parallel

D. DVI

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Which of the following motherboards would fit in an ATX case?

A. BTX
B. ITX
C. Ultra ATX
D. Micro ATX

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

A. Specialized video card
B. Multi-core processor
C. TV tuner/recorder
D. Tape backup drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A technician is helping to purchase a new server to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer's needs? (Select TWO).

A. Specialized video card
B. Maximum memory
C. Maximum-core processor
D. Dual monitors
E. Surround sound audio

Correct Answer: BC
Section: (none)
Explanation

QUESTION 78
Which of the following should a technician configure to limit access to a small office home office (SOHO)
wireless network by the computer's NIC hardware identification?

A. Encryption
B. MAC filtering
C. SSID broadcast
D. DHCP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A computer turns on and a "Date and Time Not Set" message appears on the screen after the manufacturer
logo. Which of the following is the MOST possible cause?

A. The computer was not shut down properly.
B. The CMOS battery needs to be replaced.
C. The OS has stopped synching with the NTP server.
D. The system BIOS is corrupted.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following ports are commonly used to send/receive email? (Select TWO).

A. 25
B. 53
C. 80
D. 110
E. 443

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
Which of the following encryption types is the LEAST secure?

A. WPA

B. AES
C. TKIP
D. WEP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Which of the following is the FIRST component to transfer heat away from a processor?

A. Thermal paste
B. Case fan
C. Liquid cooling
D. Heatsink

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
Which of the following connector types is used on a CAT5 cable?

A. RJ-45
B. DB-9
C. RJ-11
D. RS-232

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following cables is fire retardant?

A. UTP
B. PVC
C. STP
D. Plenum

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following PC expansion cards needs to be installed to record from a game console?

A. Video capture
B. High-end graphics
C. Network
D. RAID controller

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
Which of the following connectors is used to connect a DSL modem to a wall outlet?

A. RJ-45
B. LC
C. RJ-11
D. SC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between the two or show both at the same time?

A. Function keys on keyboard
B. Task Manager
C. Display settings in Control Panel
D. Turn the monitors on and off

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

A. Router
B. Switch
C. Hub
D. Modem

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
Chain of custody needs to be kept intact for which of the following reasons?

A. To ensure data preservation during evidence inspection
B. To ensure that the evidence is not left at the scene
C. To ensure evidence is admissible in legal proceeding
D. To ensure evidence is returned to proper owner

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Which of the following provides the BEST solution for customers needing quiet cooling options?

A. Side panel slots
B. Liquid based
C. Additional fans
D. Thermal paste

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following would BEST segment a LAN while providing additional network ports?

A. Access point
B. Modem
C. Switch
D. Hub

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Which of the following provides the LEAST network security?

A. Firewall
B. Router
C. Hub
D. Switch

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Which of the following media types is BEST for backups of very large storage systems?

A. Blu-Ray
B. CD-ROM
C. DVD
D. Tape

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
Which of the following is an example of a MAC address?

A. 192.17.2.1
B. http://www.comptia.org
C. 00-00-00-1B-02-55
D. 4309:FD21:ACB3:0012

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Best business practices in IT includE.

A. always suggesting the fastest route to fix the problem
B. following up with acustomer to verify satisfaction
C. always suggesting the least expensive option
D. offering allpossible choices to a customer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
Which of the following would require the need for a POTS line?

A. Modem
B. Router
C. Switch
D. Hub

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to
devices on the network. Which of the following features should be enabled?

A. MAC filtering
B. DHCP
C. SSID broadcast
D. Port forwarding

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
A customer would like assistance with choosing the appropriate PCs for opening an Internet caf? The
customer explains to the technician that the PCs would only be used to search the Internet. Which of the
following would the technician suggest?

A. Thick client
B. Gaming PC

C. Media PC

D. Thin client

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
A technician is looking to install a 3.5 inch desktop hard drive into an external enclosure. Which of the following input interfaces would provide the MOST throughput for the drive?

A. USB 2.0

B. IEEE 1394

C. Bi-Directional Parallel

D. eSATA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Exam D

QUESTION 1
A consultant has been asked to install the brightest possible projector into an office conference room that has a lot of natural sunlight. Which of the following specifications would BEST meet the client's needs?

A. Highest possible resolution
B. High lumens
C. High contrast
D. HDMI 1.4 compatibility

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
In addition to power and DVI, which of the following additional connections is needed to setup a fully functional touch screen LCD monitor?

A. USB
B. SCSI
C. Ethernet
D. Parallel

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A technician is diagnosing a laser printer that is consistently having issues picking up paper from the first tray. Which of the following items would the technician replace FIRST?

A. Toner
B. Transfer belt
C. Rollers
D. Imaging drum

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following types of Ethernet should be used if a technician has no choice but to run cable along fluorescent lighting arrays in a suspended ceiling?

A. STP

B. RG-6

C. PVC

D. UTP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which of the following resolution modes, by design, provides the BEST possible visual quality on a flat screen
LCD monitor?

A. SVGA

B. Digital

C. XGA

D. Native

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A technician needs to install an appropriate PSU into a new machine. The technician needs available power
for a floppy drive, two older IDE hard disks, a single SATA hard disk, and an IDE optical drive. How many
unique power connectors will the PSU need to accommodate the listed devices?

A. 2

B. 3

C. 4

D. 5

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
The process of voltage control to limit the volume of liquid delivered is used in:

A. laser printers.

B. thermal printers.

C. impact printers.

D. inkjet printers.

Correct Answer: D
Section: (none)
Explanation

QUESTION 8
A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

A. Report through proper channels
B. Track the evidence
C. Document all changes to the computer
D. Preserve the data and device

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

A. MAC filtering
B. DHCP
C. NAT
D. DNS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
A technician has just installed two memory modules on a motherboard that supports DDR3 RAM with the bus speed up to 1600 MHz. The specifications of memory are DDR3 1066 MHz for one module and DDR3 1333 MHz for another. On which of the following bus speeds will the system function?

A. 800 MHz
B. 1000 MHz
C. 1066 MHz
D. 1600 MHz

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A customer states that since the new firewall has been installed, the customer has not been able to send email. Which of the following ports on the firewall should be checked?

A. 21
B. 25
C. 110
D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following can be implemented on a WAP to ensure that only certain client machines can access it?

A. Wire encryption
B. Disabling SSID
C. MAC filtering
D. Port forwarding

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A technician notices that the PC is not receiving an IP address. Which of the following tools would the technician use to troubleshoot the computer's NIC?

A. Loopback plugs
B. ESD mat
C. Cable tester
D. Toner probe

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
A client wants to store video and music in one central location and stream it to multiple devices. Which of the following would BEST fill this need?

A. Home theater
B. Virtualization workstation
C. Home server
D. Gaming

Correct Answer: C

QUESTION 15
A technician needs to make several patch cables. Which of the following tools would the technician use to attach the RJ-45 ends to the cables?

A. Loopback plug
B. Punch down
C. Crimpers
D. Cable tester

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following topologies would cause the network to be segmented if any one machine went offline?

A. Bus
B. Mesh
C. Star
D. Hybrid

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A standard Internet mail account receives incoming messages on which of the following ports?

A. 80
B. 110
C. 143
D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

A. WEP
B. WPA
C. AES
D. TKIP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following special function keys might prevent a user from connecting to the Internet?

A. Wireless
B. Screen lock
C. Volume
D. Bluetooth

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

A. PATA
B. eSATA
C. IDE
D. SATA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

A. Power saving NIC
B. Passive cooling
C. Additional case fans
D. Liquid cooling system
E. Lower wattage power supply

Correct Answer: CD
Section: (none)

Explanation

Explanation/Reference:

QUESTION 22
In older laptop screens, the backlight is powered by which of the following?

A. A CCFL lamp
B. A gas
C. LEDs
D. OLED

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

A. inverter.
B. LCD.
C. plasma screen.
D. CRT.
E. OLED.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
The wireless antenna is typically located inside the laptop's:

A. rear panel.
B. keyboard.
C. display bezel.
D. bottom bezel.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A technician performed a clean install of Windows XP on a laptop and finds that the Bluetooth on/off switch is not working. Which of the following will BEST resolve this issue?

A. Replacing the keyboard
B. Installing service pack 3
C. Reinstalling the operating system with Windows XP Media Center
D. Installing the Bluetooth stack/driver

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following connection types would MOST commonly be found on a laptop to display out to an external monitor? (Select TWO).

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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A laptop running a Windows operating system has a key that is supposed to launch Internet Explorer, but is not functioning. Which of the following will resolve this?

A. Installing Bluetooth drivers from a manufacturer's website
B. Installing ACPI drivers from a manufacturer's website
C. Installing Hotkey drivers from a manufacturer's website
D. Installing AHCI drivers from a manufacturer's website

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following printers requires manual alignment?

A. Laser
B. Dot matrix
C. Inkjet
D. Thermal

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

A. A port replicator
B. A splitter
C. A wireless router
D. A print server

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following cable types uses a 9-pin connector?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following has a MAXIMUM transmission speed of 10 Mbps?

A. CAT3
B. CAT5
C. CAT5e
D. CAT6

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Thermal paste is used between the CPU and heatsink to:

A. make the heatsink easier to remove when replacing the CPU.
B. aid in the transfer of energy from the CPU to the heatsink.
C. act as a fire retardant should the CPU overheat.
D. keep the heatsink in place on the CPU.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following devices is necessary to provide power to a laptop LCD screen?

A. PCMCIA card
B. Backlight
C. Inverter
D. PCI-E card

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A user would like to share a local USB printer with several users in the office. Which of the following methods would BEST accomplish this?

A. Install shared PCL drivers
B. Install a USB hub
C. Install a print server
D. Enable print sharing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following memory types comes in the SIMM variety?

A. SDRAM
B. DDR3
C. DDR2
D. RDRAM

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which of the following would benefit MOST from the use of dual monitors?

A. Gaming PC
B. Home theater PC
C. A/V editing station
D. Thin client

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following cable types carries an analog video signal across three separate physical channels?

A. Component
B. RCA
C. DVI-analog
D. VGA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following can ONLY be installed when a laptop is turned off and disconnected from all power sources?

A. PCMCIA device
B. Express card 54 device
C. SODIMM chip
D. USB expansion hub

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A technician is installing a new laser printer on a workstation that has Windows 7 Professional x86 installed. Which type of printer driver is needed to complete the installation?

A. 16-bit
B. 32-bit

C. 64-bit
D. 86-bit

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Before installing a new expansion card, which of the following should a technician consider? (Select TWO).

A. CPU type
B. Free hard drive space
C. Power supply wattage
D. Amount of RAM
E. Bus type

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port.
Which of the following expansion cards should the technician install and configure to create an LPT1 port?

A. Serial
B. Video
C. Audio
D. Parallel

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A user wants to purchase a new computer to use word processing software only. Which of the following
computer types should be recommended?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 43
A user with an inkjet printer states that all their color printouts are missing red ink. The inkjet printer has a cartridge for each of the CMYK colors, and the user recently replaced the magenta cartridge. Which of the following should the technician do NEXT?

A. Purchase a maintenance kit
B. Use a different weighted paper
C. Verify printer cables are connected
D. Perform printer head cleaning

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
A technician notices an impact printer has run out of ink. Which of the following should the technician do NEXT?

A. Power cycle the printer
B. Replace the ribbon
C. Rewind the ribbon
D. Replace the print head

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
A technician has recently purchased a maintenance kit to be installed in a laser printer. Which of the following will be included in the maintenance kit?

A. Pickup rollers
B. Paper tray
C. Toner
D. Compressed air

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A technician needs to replace a desktop computer's power supply. Which of the following should the technician do FIRST?

A. Check for environmental concerns
B. Review local regulations for disposal procedures
C. Read MSDS documentation
D. Remove watch and all jewelry

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which of the following would BEST protect equipment from a brown out?

A. HVAC system
B. Surge suppressor
C. UPS
D. Power strip

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

A. Confront the technician stealing the laptop
B. Preserve the laptop for evidence
C. Report through proper channels
D. Document the incident

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A user needs a new gaming computer which can be both fast and quiet. Which of the following should MOST likely be installed to meet the user's requirements?

A. Liquid-based cooling system
B. Passive cooling system
C. Thermal paste
D. Low RPM fans

Correct Answer: A
Section: (none)
Explanation

QUESTION 50
Which of the following should a technician check FIRST on the laptop if the system's battery is not being charged?

A. CMOS battery
B. DC-in jack
C. AC-in jack
D. Breaker for the wall jack

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
A keyboard has been replaced on a laptop. Which of the following is the MOST likely cause that the keyboard does not work?

A. The keyboard data cable was not connected properly.
B. The keyboard is not compatible with the laptop.
C. The keyboard needs updated drivers.
D. The keyboard is defective.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

A. Update the video drivers
B. Replace the speakers
C. Check the speaker's connection to the motherboard
D. Verify that the speakers are compatible with the replacement motherboard

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

A. It prolongs the toner cartridge's lifecycle
B. It takes off any residual toner left after development
C. It keeps the printer clean and prolongs its usable life
D. It increases the speed of the print process

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following computer components are located on the Northbridge? (Select TWO).

A. Hard drive
B. CPU
C. Fan
D. RAM
E. Audio

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which of the following can be used to change fan speeds?

A. Device manager
B. BIOS
C. Power options
D. Action center

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
A client wants to take their old VCR tapes and put them on a DVD. Which of the following expansion cards would need to be installed in a computer to perform this task?

A. TV tuner
B. Video graphics
C. Sound
D. Video capture

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 57
Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Which of the following socket types is for an Intel CPU?

A. F
B. 940
C. AM3
D. 1156

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following socket types is for an AMD CPU?

A. 940
B. 775
C. 1155
D. 1366

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

A. RG-6
B. CAT3

C. RG-59

D. Multi-mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Besides the CPU, which of the following components might have their own heatsink?

A. Audio card

B. RAID controller

C. Graphics card

D. Hard drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
Which of the following is the BEST type of cable to prevent EMI?

A. STP

B. Fiber

C. Plenum

D. UTP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
A workgroup of five PCs uses a shared printer. A customer says they cannot print to the printer but can access shares on another PC used for common files. The printer appears to be powered on. Which of the following would be the MOST likely cause of the issue?

A. Printer PC is off network

B. Printer is low on toner

C. Printer needs to be restarted

D. Device drivers are corrupted

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A CAD/CAM user requires faster onscreen refresh rates. Which of the following slots allows for faster graphic performance?

A. AGP
B. AGP x8
C. PCIe
D. PCI

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which of the following is MOST likely to contain hazardous voltages?

A. CD-ROM drive
B. External USB drive
C. Inkjet printer
D. CRT display

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A technician encounters prohibited materials on a computer located in a common area that is used by several employees. Which of the following should be done FIRST?

A. Remove the item from the computer
B. Show to others so they can be a witness
C. Copy the item to an external website
D. Report the incident to management

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the wireless network that the printer will be available from?

A. DNS
B. SSID

C. WPA

D. VPN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which of the following RAM modules has a PC rating of 10600?

A. DDR

B. SDRAM

C. DDR3

D. DDR2

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following types of RAM is typically used to improve reliability?

A. Double sided

B. ECC

C. SODIMM

D. RDRAM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following uses Intel's core i CPUs? (Select TWO).

A. F

B. 1366

C. 775

D. 1155

E. AM3

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Which of the following hard drives has the BEST shock resistance?

A. IDE
B. NAS
C. SATA
D. SSD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
Which of the following communication standards requires line-of-site with no obstacles in order to operate properly?

A. Bluetooth
B. IR
C. RF
D. WiFi

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
Which of the following connectors is found on every desktop power supply?

A. Berg
B. SATA
C. PCIe
D. Molex

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
A customer asked the technician to upgrade the RAM in a laptop. Upon inspection of the RAM bay, the technician only found one RAM slot, however the laptop is specified to have two. Where would the other memory slot be typically located?

A. Inside the display bezel
B. Second hard drive bay
C. Above the PC card slot

D. Under the keyboard

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A laptop is not charging the battery and occasionally shuts off even when the power cord is plugged in. This is a symptom of a bad:

A. DC jack.
B. hard drive.
C. cooling system.
D. battery.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
Which of the following typically cannot be upgraded in a laptop?

A. Video card
B. Hard drive
C. RAM
D. Wireless card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
B. "Please explain the issue and I will work to resolve it."
C. "My supervisor is the appropriate person to speak with about your issue."
D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A user calls to report that a notice keeps appearing on their screen whenever they try to pull down video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue. Which of the following is the BEST response for the technician to give the user?

A. "If you read the entire notice screen it clearly states that you should click continue. Did you read the entire notice?"
B. "Since video takes a large amount of bandwidth, management has implemented a policy to limit what each user can download and watch."
C. "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message."
D. "Are these video clips work related? What specific website are you trying to download the videos from?"

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

A. Let the user know that there is no record of the initial call.
B. Let the user know that the problem will be escalated immediately.
C. Let the user know that the technician will be out to resolve the problem tomorrow.
D. Close the initial ticket that was issued and open a new help desk ticket for the user.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
After responding immediately to a dispatch, a technician arrives to resolve the customer's issue. The customer appears to be angry that they have waited so long for a response. Which of the following is the BEST course of action for the technician to take?

A. Inform the manager of the customer's behavior and then focus on completing the task in an expedited manner.
B. Empathize with the customer's urgency and inform them that the current service level agreement allows for an eight hour response time.
C. Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.
D. Contact dispatch immediately and request to speak to a manager to determine the breakdown in the response time.

Correct Answer: C
Section: (none)
Explanation

QUESTION 81
A technician realizes the problem a customer is having before the customer is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

A. Continue listening to the customer's explanation until they are finished then refer them to a website so the customer can find the proper resolution.
B. Ask the customer to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
C. Finish listening to the customer's explanation without interrupting if it will not take an excessive amount of time.
D. Politely tell the customer that the technician knows the proper solution and that no further explanation is necessary.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Which of the following is the FIRST step a technician should take to replace a network printer?

A. Unplug the network printer then notify users.
B. Notify all users before unplugging the printer.
C. Save all print jobs, replace the printer and print all saved files.
D. Delete all print jobs before replacing the printer.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
In which of the following situations is it appropriate for an IT service provider to make copies of a customer's confidential data?

A. If the technician determines it necessary, for backup purposes
B. It is never appropriate to copy a customer's data
C. If the content is public knowledge
D. With the customer's permission, for backup purposes

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84

Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

A. Click on the safely remove hardware icon, stop the device, and remove the card
B. Push the eject button on the card slot
C. Grasp the card firmly and slowly pull it from the slot on the laptop
D. In the Control Panel, stop the device service, and then remove the card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following components would MOST likely be utilized in a virtualization server? (Select TWO).

A. Maximum memory
B. High-end sound card
C. High-end video card
D. Dual-rail 1000w PSU
E. Quad core CPU

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
A surge suppressor is only capable of providing protection against which of the following environmental hazards?

A. Electrostatic discharge
B. Power blackouts
C. Power spikes
D. Power brown outs

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
Which of the following expansion cards would provide support for additional internal storage?

A. Video capture
B. Modem
C. USB port
D. RAID controller

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
In a laser printer, which of the following components uses heat to apply the toner onto the page?

A. Fuser assembly
B. Pickup roller
C. Transfer roller
D. Imaging drum

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
A technician is trying to connect the high-end 5.1 surround sound audio system to their Home Theater PC. Front and rear channels produce the sound but the subwoofer and the front speaker seem to be muted. Which of the following would the technician MOST likely check to resolve the issue?

A. The power cable of the 5.1 surround sound audio system.
B. The subwoofer and the front channel speaker drivers are installed properly.
C. The subwoofer and the front channel speakers are not defective.
D. The subwoofer and the front channel speaker's RCA cable connection to the computer's audio card.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Which of the following panel types consumes the MOST power?

A. Plasma
B. LCD
C. LED with no backlight
D. LED with backlight

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following needs to be configured on a wireless router to allow specific client machines to

connect?

A. Port forwarding
B. WPS
C. MAC filtering
D. DMZ

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

A. Inform a supervisor or management.
B. Disable network access for the user.
C. Search the workstation for evidence.
D. Call the authorities to question the user.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Which of the following is required in order for BitLocker to be enabled?

A. Drive encryption
B. Group Policy
C. Trusted platform module
D. Power-on Password

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Which of the following networking standards can operate at two different channel widths on the same spectrum simultaneously?

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

Correct Answer: D

QUESTION 95
Which of the following describes the process laser printers use to secure toner to paper?

A. Bonding
B. Transferring
C. Duplexing
D. Fusing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following will provide the FASTEST boot times for a laptop user?

A. Solid state drive
B. High capacity battery
C. eSATA hard drive
D. Increased RAM

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
Which of the following media has a capacity of 8.6 GB?

A. CD
B. DL DVD
C. DL Blu-ray
D. DVD

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Which of the following devices is MOST likely to outperform a 15,000 rpm SAS hard drive in read speed?

A. Compact flash

B. SSD
C. Tape
D. SD

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
The technician has identified prohibited content on a PC. Which of the following would be the FIRST action
that the technician should take?

A. Walk away
B. Turn off the PC
C. Report it
D. Search for more

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
A customer would like to upgrade their onboard fast Ethernet connection to connect to their new gigabit
network at the gigabit speed. Which of the following will enable them to do so?

A. Convert the user to wireless.
B. Install a 10/100/1000 NIC.
C. Update the drivers for the onboard port.
D. Flash the BIOS to unlock the Ethernet port.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam E

QUESTION 1
A technician needs to access the system BIOS at boot time on a PC. Which of the following are possible BIOS access keys? (Select TWO).

A. F2
B. F12
C. F8
D. Delete
E. Function ?F4
F. Control ?Home

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A customer reports that their 4-year-old PC takes a long time to boot. The technician investigates and finds the BIOS is rediscovering the hardware environment at every boot. Which of the following will MOST likely fix this problem?

A. Change out the CMOS battery on the motherboard.
B. At the OS level, launch "Device Manager" and re-scan the hardware.
C. Hit "F9" while the computer is booting, but before the OS starts to load.
D. Reset the BIOS using the CMOS reset jumper.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

A. The recently updated antivirus scanning software is interfering with the proper operations of the biometric device.
B. A virus that specifically targets retinal scanning software infected the PC because the user was late applying new definitions.
C. The recently installed Windows updates overwrote the manufacturer's supplied biometric device driver.
D. The biometric device needs to be recalibrated due to environmental conditions involved with the installation.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following describes the MAIN difference between a plenum rated cable versus a nonplenum rated cable?

A. A reduced production of hazardous fumes when subjected to fire
B. The ability to be bent into tighter turning radiuses within conduit
C. A reduced noise level when bundled in groups of 20 or more
D. The ability to transmit data with fewer cross-talk interruptions

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which of the following describes the function of a hub in a network?

A. Broadcasts packets it receives to specific connections
B. Determines whether a packet belongs on an internal or external network
C. Converts a packet for transmission from one network to another network
D. Broadcasts packets it receives to all connections

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following describes the function of a switch in a network?

A. Transmits packets it receives to specific connections
B. Converts a packet for transmission from one network to another network
C. Determines whether a packet belongs on an internal or external network
D. Broadcasts packets it receives to all connections

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
A technician is repairing a printer in the payroll department that includes employees' sensitive information. Which of the following should the technician do with the printed sensitive information documents that were used for testing?

A. Keep printed items for future reference.
B. Shred the printed documents.

C. Leave the documents on the printer.

D. Recycle all printed documents.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A technician has replaced a riser inside a server and the riser is failing again after reboot. Which of the
following should have been used when initially replacing the riser?

A. Compressed air

B. Vacuum cleaner

C. Proper cable management

D. ESD mat

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following video types has a DB-15 connector?

A. S-video

B. DVI-A

C. DVI-D

D. VGA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following connectors would terminate a POTS connection?

A. BNC

B. F

C. RJ-45

D. RJ-11

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A user wants to secure their home wireless network and allow only certain devices access to the network.
Which of the following measures would be the MOST effective means of limiting access?

A. Turn off DHCP
B. Use MAC filtering
C. Disable DMZ
D. Turn off SSID broadcasting

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following features of a CPU socket is designed to make installation of a CPU easier?

A. Plug and Play
B. Lower latency
C. Zero insertion force
D. Heatsinks

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following connection types is MOST likely to be used to connect an internal hard drive to a
computer?

A. IDE
B. DVI
C. Parallel
D. eSATA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

A. 1V
B. 1.7V
C. 3.3V
D. 5V

E. 9V

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following does a technician need to do before giving a PC, which has been confiscated for prohibited activity, to another department?

A. Identify prohibited activity on PC
B. Document change of custody
C. Report prohibited activity
D. Preserve data

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following is the BEST example of the use of chain of custody?

A. Technician uses a third party to hand over the PC to the proper authority.
B. Technician remembers when and who they gave the PC to.
C. Technician calls supervisor after PC has been transferred.
D. Technician notes the date, time and who was given the PC.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following should be considered when building a standard PC?

A. Capacity of the hard drive
B. RAID level that will be used
C. Requirements for applications
D. Amount of RAM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A technician is working on a PC but does not have their grounding strap. Which of the following would be the BEST method the technician should use to ground themselves?

A. Hold the metal of the case
B. Hold on to the power cord
C. Take off their shoes
D. Unplug the PC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

A. Replace ink packs
B. Calibrate the printer
C. Use a different type of paper
D. Replace the USB cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A supervisor has asked a technician to share the multifunction device that is directly connected to a PC. The PC is running Windows XP Professional. Which of the following steps are valid options to allow the technician to complete this task?

A. Type "appwiz.cpl" at the run line and install the printer as a shared device.
B. Start >All Programs >Control Panel >Network Connections >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.
C. Start >All Programs >Control Panel >Scanners and Cameras >Right click on desired device and go to "Sharing". Select the option to share the device and give it a share name.
D. Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
A customer has asked a technician to install a new USB printer that is supported by Windows 7. The PC is running Windows 7 Professional. Which of the following is the correct method to complete the installation?

A. Connect the new USB printer and power it on. Windows 7 will automatically detect and add the new printer.
B. Add the printer driver to the %SystemDir%\System32\Drivers folder, then connect and power on the printer.
C. Click Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and select "install".
D. Configure the BIOS to boot from USB devices first. Connect and power on the printer. Boot the computer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A corporate technician has been tasked with providing a thin client PC for a new employee. Which of the following configurations would be the MOST appropriate?

A. A PC with the maximum amount of supported RAM
B. A PC equipped with high end audio and video cards
C. A PC that meets the minimum requirements for running an OS
D. A PC with the most powerful processor

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A user's laptop screen is extremely dim. A technician attempts to alter the brightness using function keys and the BIOS, but the screen never changes in brightness. Which of the following is MOST likely the cause?

A. Battery failure
B. Bulb failure
C. Display driver is corrupted
D. Backlight failure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following expansion slots is characterized by having an x16 speed?

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

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 25
Which of the following settings is controlled by jumpers?

A. Chassis detection threshold
B. Fan speed
C. USB voltage
D. Drive hierarchy

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following is a benefit of using ECC memory?

A. Corrects memory errors
B. Allows 64-bit operating systems
C. Prevents disk errors
D. Uses lower voltage

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following connection types has the LONGEST transmission limitation in terms of distance?

A. USB 3.0
B. CAT6
C. Fiber
D. CAT5

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
An administrator wants to prevent people outside of the building from accessing a new wireless router. Which of the following is the LEAST labor intensive method to use while setting up new workstations?

A. Turn SSID broadcast off

B. Use wireless encryption
C. Institute MAC filtering
D. Setup static IP addresses

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

A. WLAN.
B. LAN.
C. WAN.
D. MAN.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following Internet connection types would be MOST commonly used by a customer who travels frequently?

A. ISDN
B. Satellite
C. Cellular
D. Line of site wireless

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following has the FASTEST connection speed?

A. Cable
B. Dial-Up
C. ISDN
D. WiMAX

Correct Answer: A
Section: (none)
Explanation

QUESTION 32
For best performance, a high-end graphics card should be installed in which of the following slots?

A. PCIe x16
B. AGP 4x
C. PCI x2
D. PCI

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black. Which of the following would be the correct way to populate memory in the slots for best performance?

A. Slower memory in both blue slots and faster memory in both black slots
B. Memory that matches in speed and size in either both blue slots and both black slots
C. Faster memory in both blue slots and slower memory in both black slots
D. Place memory in either both black slots or both blue slots but not both at the same time

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Which of the following RAM types are compatible with PC2700 and maintain the same performance?

A. PC 2400
B. PC 3200
C. PC2 4200
D. PC2 5300

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following should be the FIRST items to be removed when replacing the system board on a laptop? (Select TWO).

A. Keyboard
B. Battery

C. LCD
D. Palm rest
E. AC power adapter

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

A. The print server does not have network connectivity.
B. The ISP service is currently not available.
C. The user's print drivers are corrupted.
D. The printer is low on toner.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before rack mounting equipment?

A. A dehumidifier
B. A fire suppression system
C. ESD strap
D. Grounding bars

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following is MOST likely needed when installing a new POS thermal printer?

A. RJ-11
B. Operating system disk
C. RG-58
D. Drivers

Correct Answer: D
Section: (none)
Explanation

QUESTION 39
Which of the following laptop display types relies on a backlight for the display presentation?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following connection types is MOST commonly used to connect external hard drives to a PC?
(Select TWO).

A. SATA
B. PATA
C. IDE
D. eSATA
E. USB

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Which of the following BEST represents a hardware requirement for building a PC that will specialize in
gaming? (Select TWO).

A. Large hard drive space
B. Specialized cooling
C. HDMI output
D. TV tuner
E. High-end graphics card

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following BEST represents a hardware requirement for building a PC that will specialize in being
a Home Server? (Select TWO).

A. Virtualization support
B. Touch screen interface
C. Gigabit Ethernet
D. RAID array
E. Dual monitors

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

A. Size of the memory allocation
B. Size of the expansion slot
C. The IEEE specification that it originated from
D. Number of available communication channels

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?

A. RAM
B. LCD screen
C. Optical drive
D. Hard drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following wireless networking standards operates at the SHORTEST distance?

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

Correct Answer: A

QUESTION 46
Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

A. 600 MHz
B. 700 MHz
C. 800 MHz
D. 1400 MHz

Correct Answer: A

QUESTION 47
Which of the following RAM types is LEAST likely to work optimally when installed in dual channel mode?

A. SDRAM
B. RAMBUS
C. DDR2
D. DDR3

Correct Answer: A

QUESTION 48
Which of the following would a technician MOST likely upgrade on a laptop?

A. Video card
B. RAM
C. Wireless antenna
D. LCD screen

Correct Answer: B

QUESTION 49
Which of the following are characteristics of transferring data using fiber as the medium? (Select TWO).

A. Fiber can transmit data the farthest distance without requiring a repeater
B. Fiber is the least susceptible to EMI
C. Fiber is the most susceptible to changes in temperature and humidity, which can cause varying transmission speeds
D. Fiber can transmit power as well as data, which will lead to cost savings
E. Fiber is the least expensive means of transmitting data

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
A technician documents the findings of illegal material that was found on a workstation. Which of the following should the technician do NEXT when storing the workstation?

A. Set all users to administrators
B. Destroy the hard drive
C. Reimage the workstation and deploy
D. Adhere to the chain of custody

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
A company is receiving a large number of laptop theft reports in the corporate buildings. Which of the following is the MOST cost-efficient way to discourage theft of laptops?

A. A CCTV system
B. A cable lock
C. A badge reader
D. A retina scanner

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

A. In the Device Manager of the operating system
B. In the BIOS
C. Fn key
D. In the video display drivers

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following would a technician MOST likely perform to prevent a tripping hazard?

A. Use an ESD mat
B. Proper cable management
C. Use plenum graded cable
D. Proper documentation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A new security flaw and fix has been published about a laptop's OS. Which of the following can be implemented to prevent exploitation?

A. Enable screen lock
B. Patching policy
C. User training
D. Enable hard drive encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which of the following cable types has a MAXIMUM transmission rate of 100 Mb?

A. CAT3
B. CAT5
C. CAT5e
D. CAT6

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Which of the following cable types is commonly used for analog/digital television transmission?

A. UTP
B. CAT3
C. RG-6
D. SC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following is the maximum cable length of a CAT5e?

A. 100 feet (30 meters)
B. 328 feet (100 meters)
C. 492 feet (150 meters)
D. 1076 feet (328 meters)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Starting Windows XP in Safe Mode will cause which of the following to occur? (Select TWO).

A. Windows will not save any file changes while is Safe Mode.
B. Windows prevents successful boot and logon from updating Last Known Good Configuration.
C. Windows XP will scan all drivers and services to make sure they are all approved and safe to run during boot.
D. Windows XP starts basic networking to allow for updating of drivers from the Internet.
E. Windows XP uses the minimum set of drivers and services to start the GUI.

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following services uses the TCP port 21 by default?

A. TELNET
B. HTTPS
C. SMTP
D. FTP

Correct Answer: D

QUESTION 60
A technician is setting up a lab with fourteen wired PCs and one switch in a physical star network configuration. Which of the following should the technician keep in mind when setting up the lab?

A. Cable management to avoid trip hazards
B. Electrical safety with the extra network cables
C. Location of the PCs with respect to each other
D. Number of fans located in the room so system does not overheat

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
The user states the desktop computer is very noisy. Which of the following could be contributing to the noise? (Select TWO).

A. CPU
B. Cooling fan
C. Hard drive
D. Motherboard
E. Memory chip

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A technician wants to configure a tape backup to run every evening that will only archive files that have changed since the last tape was run. The backup should clear the archive bit for each file. Which of the following backup type should be selected?

A. Incremental
B. Copy
C. Full
D. Daily

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following components should be in contact with thermal compound? (Select TWO).

A. Motherboard
B. Fan
C. Heatsink
D. CPU
E. Capacitors

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
An end user reports that anytime they try to print locally, nothing happens. Which of the following services is MOST likely causing the issue?

A. Print Spooler
B. Task Scheduler
C. Workstation
D. Network

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which of the following is needed to perform an ASR restore in Windows XP?

A. Operating system CD
B. Recovery console
C. Vendor recovery CD
D. ERD disk

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following settings would a technician have to set in order to have a barcode reader perform a horizontal tab?

A. A./r
B. B./v
C. C./b

D. D./t

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
Which of the following utilities is used to remove programs from startup in Windows XP?

A. MSCONFIG
B. ASR
C. Task Manager
D. Computer Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
In which of the following does the level 1 (L1) cache reside?

A. BIOS
B. RAM
C. RAID
D. CPU

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following utilities can help prevent viruses and other malware? (Select TWO).

A. Windows Event Viewer
B. Windows Defender
C. CHKDSK
D. FilterKeys
E. Data Execution Prevention

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following authentication technologies provides security to a corporate environment MOST commonly via the PCMCIA interface on a laptop?

A. Username
B. Key fob
C. Smart cards
D. Biometrics

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Which of the following printer types shoots the ink onto the paper?

A. Impact
B. Dot Matrix
C. Laser
D. Inkjet

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
The fan on a power supply is not working. Which of the following is the BEST course of action?

A. Replace then entire power supply.
B. Continue using the power supply until it fails.
C. Verify the voltage powering the fan.
D. Replace the fan.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
A technician has been asked to assist with the disposal and recycling of the old computers. Which of the following is a BEST practice to ensure that the company's data is protected?

A. Repartition the hard drive.
B. Use a low level format.
C. Use the format command.
D. Use the fdisk command.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
Which of the following wireless technologies has a maximum range of 30 feet (9 meters)?

A. A.802.11b
B. Bluetooth 2.0
C. Infrared
D. D.802.11a

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A technician needs to assign a default subnet mask for a class B network to a network device that was just installed. Which of the following would the technician use?

A. A.224.0.0.1
B. B.255.0.0.0
C. C.255.255.0.0
D. D.255.255.255.0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference: