

M01 Chapter 1 Review Results for Andrew Schmidt

! Answers will be shown after your last attempt

Score for this attempt: **82.5** out of 100

Submitted Aug 29 at 5:48pm

This attempt took 15 minutes.

Partial

Question 1

2.5 / 5 pts

A technician needs to service a laptop computer that is experiencing an intermittent problem with the display.

Which of the following will be most effective at helping the technician complete the work in a timely and efficient manner? (Select two.)



Backup the data immediately in case the problem is related to the hard drive.

Incorrect. Backing up the data could be time-consuming and will not necessarily help the technician complete the work in a timely manner. An intermittent display issue is typically not related to the hard drive. But it may be related to a loose connection, a corrupt driver, the display itself, or some other internal component.



Document and label the location of the screws and cables before removing them.

Correct. While most desktop computers contain only one or two types of screws, a laptop may have a variety of screws and washers in various sizes and lengths. It is imperative that a technician document and label screws and cables before removing them. Inserting a screw that is too long may penetrate a cable or circuit board and cause damage. Inserting a screw that is the wrong size can also strip the threads, causing the correct-sized screw not to tighten properly. Documenting and labeling locations will assist in reassembling the unit.



Compare the system board display connections with a properly functioning laptop.

Organize and place all parts and screws and in one place.

Correct. After documenting and labeling the location of the parts and screws, the technician needs to organize them and keep them in one place. Doing so will assist in reassembling the unit.



Charge the laptop battery pack so it is ready to return to the customer with a full charge.

Question 2

5 / 5 pts

What connector has 4 pins, is used for older IDE drives and some SATA drives, and can provide +5 V and +12 V power outputs?

SATA connector

PCIe connector

P1 connector

Molex connector

Correct. The Molex connector is a 4-pin connector used for older IDE drives, some newer SATA drives, and extra power to video cards. It can provide +5 V and +12 V power.

Question 3

5 / 5 pts

A technician has determined that a laptop keyboard will need to be removed in order to replace the laptop's CPU cooling fan.

Which of the following steps will most likely be required before the technician can remove the keyboard from the laptop? (Select two.)



The keyboard backlight will need to be toggled off by using the appropriate Fn keys.

And another paragraph on the answer.



The keyboard cable(s) will need to be disconnected from the ZIF socket(s).

Correct. Typical laptop keyboards are connected to the system board via one or more ribbon cables. The system board end of the ribbon cable utilizes ZIF (zero insertion force) sockets. These cables will need to be disconnected prior to removal of the keyboard.



The keyboard cable will need to be disconnected from the mini-PCIe slot.



The keyboard bezel will need to be removed.

Correct. The keyboard bezel is a part of the plastic covers of a laptop and is the cover that surrounds the top of the keyboard. For some laptops, the case top covers the keyboard. Regardless of whether the cover is the bezel or the case top, it will need to be removed first in order to remove the keyboard.



The technician will need to remove the display assembly and system board.

Incorrect**Question 4****0 / 5 pts**

You are helping a friend build a computer with a modern motherboard that is compatible with the ATX form factor. What type of power supply should you use?

One with a 20-pin power connector

Incorrect. The 20-pin P1 connector is the main motherboard power connector used in early ATX systems.

One with a 24-pin power connector

One with an 8-pin power connector

One with a 15-pin power connector

Question 5**5 / 5 pts**

The original P1 connector had 20 pins, why did the development of PCIe

induce the adoption of a 24-pin P1 connector?



PCIe slots are faster than the previous generation and requires more power

Correct. PCI Express (PCIe) slots are faster than PCI and require additional power. The 24-pin or 20+4-pin P1 connector provide +12 volts, +5 volts, and +3.3 volts of output.



The four new PCIe slots each require one extra pin on the P1 connector



To provide an additional 12 volts to the PCIe slots required by graphics cards



ATX specification 1.1 supports PCIe and calls for additional power requirements

Incorrect

Question 6

0 / 5 pts

You suspect your computer is overheating because your system sometimes restarts or turns off by itself. At other times the 32 inch monitor turns blue, and the system remains unresponsive until you manually restart it. What relatively quick measure can you take to try to fix the problem?



Remove the existing CPU and install a new one



Replace the fan and heat sink assembly on the CPU

Incorrect. Replacing the fan/heat sink assembly on the CPU may fix the problem but it is not necessarily a relatively quick measure.

- Use a can of compressed air to blow out the dust
- Move the laptop to a temperature controlled environment

Incorrect

Question 7

0 / 5 pts

A few users need to connect an external monitor, external keyboard and mouse, and to a wired network cable to their laptop while visiting a remote office. The laptops are not from the same manufacturer.

Which of the following devices will allow the users to connect their laptops to the external devices?

- USB to RJ-45 dongle
- Expansion card
- Port replicator
- Docking station

Incorrect. A docking station provides the same functionality as that of a port replicator but is typically proprietary, meaning it is designed for a specific brand and model of laptop. Older docking stations are connected to a laptop through a proprietary docking port on the bottom of the laptop.

Question 8**5 / 5 pts**

What type(s) of port transmits both digital audio and digital video with a single connector? Select all that apply.

 DisplayPort

Correct. DisplayPort transmits both digital video and audio, but not analog transmissions. DisplayPorts are slowly replacing older ports, such as VGA and DVI ports.

 DVI HDMI

Correct. HDMI or High-Definition Multimedia Interface ports transmit digital video and audio, but not analog transmissions. HDMI connections are commonly found in home theater equipment and as ports on both laptop and desktop computers.

 VGA SPDIF**Question 9****5 / 5 pts**

Orlando's company is upgrading their networking equipment and gave him an older enterprise grade router. He wants to configure it using an old computer he found in his garage. What type of serial cable will most likely fit his old computer?

- A cable that will plug into the DB15 port

- A cable that will plug into the DB9 port

Correct. 9-pin ports are called DB9 or serial ports. Serial ports have been largely replaced by USB ports, but can still be found on routers and other hardware. Most older desktop computers and many older laptops have/had a DB9 serial port.

- A cable that will plug into the 6-Pin port

- A cable that will plug into the 25-Pin port

Question 10

5 / 5 pts

What are two resources that may be useful in disassembling a laptop computer?

- Service manual

Correct. Since laptop computers are unique to manufacturers and models, a service manual will be useful for disassembly.

- Part brochures

- User manual

Correct. User manuals may provide guidance on replacing or removing components without full disassembly of the case.

- Diagnostic software

Question 11**5 / 5 pts**

Maria has a laptop with a motherboard that is beyond repair. She comes to your computer repair shop and requests that you replace the motherboard. What are two of the most likely responses you will give her?



Buy a new laptop because replacing it will be more cost-effective than repairing it.

Correct. Replacing the motherboard on a laptop can be time-consuming and costly so this is not a recommended course of action.



You thank them for their business, tell them how much it will cost, and how long it will take.



You assure the customer it is not the system board because they seldom go bad; you will troubleshoot and fix it.



Your shop has made a conscious decision not to replace motherboards on laptops.

Correct. Choosing not to replace motherboards on laptops is a reasonable policy to adopt because it is time-consuming and costly.



It will take a long time because laptop motherboards are not typically in stock.

Question 12**5 / 5 pts**

When is it okay to touch the inside of a computer that is turned on?

- When disassembling the computer
- When using a multimeter to measure voltage output

Correct. Using a multimeter to measure voltage output is the only exception to touching the inside of a computer that is turned on. Even then, you should be very careful to avoid shock.

- When reassembling the computer
- When you are wearing a wrist strap

Question 13

5 / 5 pts

What is the very first step that should be taken when performing work with a computer?

- You should back up any important data.

Correct. Always back up important data before working with a computer. If you have a problem, you may not be able to recover the data.

- You should ground yourself.
- You should remove the power supply.
- You should power down the system and unplug it.

Question 14**5 / 5 pts**

You are troubleshooting a laptop with multiple sticking keys that result in misspelled words while the user types. Other than several sticking keys, the laptop appears to be functioning properly. You have cleaned the keyboard with compressed air, but the problem persists. After removing one of the key tops, it becomes apparent that a liquid was spilled into the keyboard.

Which of the following is the next step in resolving the issue of sticking keys?

- Replace the keyboard with a compatible keyboard.
- Disconnect and reseat the keyboard ribbon cable.
- Clean the keyboard keys with a contact cleaner.

Correct. Contact cleaner can be used to clean a keyboard in which liquid has been spilled. Contact cleaners readily evaporate without leaving any residue. If the keys continue to stick, you will need to replace the keyboard.

- Replace the laptop system board and reseat all connections.

Question 15**5 / 5 pts**

An employee informs the help desk the laptop they are using cannot update the login credentials when they plug it in to the company's wired network.

Wireless connectivity is fine, but the login credentials cannot be updated using Wi-Fi. What is a possible action the help desk could take to troubleshoot the problem?

- Replace the network card

Ping the loopback address

Use a loopback plug

Correct. A loopback plug can be used to test whether the network port on the laptop is working properly.

Use a USB to RJ-45 dongle

Question 16

5 / 5 pts

What two devices in a computer should be considered "black boxes," and should never be opened due to risks involving charged capacitors?

Monitor

Correct. A monitor may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

Power supply

Correct. The power supply may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

Hard drive

Video card

Question 17**5 / 5 pts**

Which statements are true regarding motherboards? (Select two)

- Has a CPU socket

Correct. Motherboards have CPU sockets. CPU sockets hold the processor or CPU.

- Has slots for DIMMs

Correct. Motherboards have DIMMs. DIMM or dual inline memory module slots hold the temporary memory or RAM.

- Has a heat sink on the PCIe slots

- Also called a daughter card

- Has eSATA ports for internal SSDs

Question 18**5 / 5 pts**

You replace an internal drive that is only used to backup data on a computer. Before you install the case cover, you power on the computer and observe the disk drive lights are not blinking. You suspect it may not be receiving power, but cannot find the power supply tester. How can you quickly verify whether power is being supplied to the disk drive?

- Use a POST card

- Replace the power supply

- Run diagnostic software once the OS loads

- Use a multimeter

Correct. You can use a multimeter to verify the appropriate voltage level is detected on the connector used to supply power to the drive.

Question 19

5 / 5 pts

Which two statements are true about 4-pin 12 V, 8-pin 12 V, 6-pin PCIe, and 8-pin PCIe connectors?



The 6-pin and 8-pin PCIe connectors do not provide 12 volts of output.



The 4-pin 12 V and 8-pin 12 V connectors provide auxiliary power to video cards.



The 6-pin and 8-pin PCIe connectors provide auxiliary power to video cards.

Correct. The 6-pin and 8-pin PCIe connectors provide auxiliary power to high-end video cards using PCI Express.



The 4-pin 12 V and 8-pin 12 V connectors provide auxiliary power to the CPU.

Correct. The 4-pin 12 V and 8-pin 12 V connectors are auxiliary system board connectors used to provide an extra 12 V of output to the processor.



The 6-pin and 8-pin PCIe connectors provide auxiliary power to the CPU.

Question 20

5 / 5 pts

Sometimes an expansion board may have an extra PCIe power connector. This connector comes in what two different pin configurations?

4-pin

6-pin

Correct. Video cards draw a lot of power and newer systems can provide more power than what comes through the PCIe slot. 6-pin configurations are common.

8-pin

Correct. Video cards draw a lot of power and newer systems can provide more power than what comes through the PCIe slot. 8-pin configurations are common.

8+1-pin

Quiz Score: **82.5** out of 100

M01 Chapter 1 Review Results for Andrew Schmidt

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Score for this attempt: **92.5** out of 100

Submitted Aug 29 at 6pm

This attempt took 9 minutes.

Question 1

5 / 5 pts

Orlando's company is upgrading their networking equipment and gave him an older enterprise grade router. He wants to configure it using an old computer he found in his garage. What type of serial cable will most likely fit his old computer?

- A cable that will plug into the DB15 port
- A cable that will plug into the DB9 port

Correct. 9-pin ports are called DB9 or serial ports. Serial ports have been largely replaced by USB ports, but can still be found on routers and other hardware. Most older desktop computers and many older laptops have/had a DB9 serial port.

- A cable that will plug into the 6-Pin port
- A cable that will plug into the 25-Pin port

Question 2

5 / 5 pts

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Correct. Video cards draw a lot of power and newer systems can provide more power than what comes through the PCIe slot. 6-pin configurations are common.

 8-pin

Correct. Video cards draw a lot of power and newer systems can provide more power than what comes through the PCIe slot. 8-pin configurations are common.

 8+1-pin

Partial

Question 3

2.5 / 5 pts

A technician needs to service a laptop computer that is experiencing an intermittent problem with the display.

Which of the following will be most effective at helping the technician complete the work in a timely and efficient manner? (Select two.)

Backup the data immediately in case the problem is related to the hard drive.

Incorrect. Backing up the data could be time-consuming and will not necessarily help the technician complete the work in a timely manner. An intermittent display issue is typically not related to the hard drive. But it may be related to a loose connection, a corrupt driver, the display itself, or some other internal component.

Document and label the location of the screws and cables before removing them.

Correct. While most desktop computers contain only one or two types of screws, a laptop may have a variety of screws and washers in various sizes and lengths. It is imperative that a technician document and label screws and cables before removing them. Inserting a screw that is too long may penetrate a cable or circuit board and cause damage. Inserting a screw that is the wrong size can also strip the threads, causing the correct-sized screw not to tighten properly. Documenting and labeling locations will assist in reassembling the unit.



Compare the system board display connections with a properly functioning laptop.



Organize and place all parts and screws and in one place.

Correct. After documenting and labeling the location of the parts and screws, the technician needs to organize them and keep them in one place. Doing so will assist in reassembling the unit.



Charge the laptop battery pack so it is ready to return to the customer with a full charge.

Question 4

5 / 5 pts

A user called to inform you that the laptop she purchased yesterday is malfunctioning and will not connect to her wireless network. You personally checked to verify that the wireless worked properly before the user left your office. The user states she rebooted the computer several times but the problem still persists.

Which of the following is the first step you should take to assist the user in resolving this issue?



Inform the user she will need to return the laptop so you can replace the internal Wi-Fi card and verify wireless functionality.



Have the user press the appropriate function key combination to enable the wireless radio and then attempt to connect to the wireless network.

Correct. Modern laptop computers provide an easy method of toggling the Wi-Fi, GPS, and cellular radios on and off by means of the keyboard function keys. For example, to toggle the Wi-Fi radio on/off, the user may be required to depress and hold the Fn key and then press F5.



Instruct the user on how to reseat the internal mini-PCIe wireless adapter and try to connect to the wireless network.



Ask the user to turn on the laptop's airplane mode and attempt to reconnect to the wireless network.

Question 5

5 / 5 pts

What tool can help discover and report computer errors and conflicts that occur when you first turn on a computer and before the operating system is launched.



POST card

Correct. Power On Self Test or POST is a diagnostic program built into a computer to test the hardware components before the computer boots up. A POST card is a specialized card that helps identify and report computer errors and conflicts that occur after you first turn on a computer, but before the operating system launches. Results of the test are displayed as a coded number on the card for reference.

- OS diagnostic programs
- Power supply tester
- Multimeter

Question 6

5 / 5 pts

You suspect your computer is overheating because your system sometimes restarts or turns off by itself. At other times the 32 inch monitor turns blue, and the system remains unresponsive until you manually restart it. What relatively quick measure can you take to try to fix the problem?

- Remove the existing CPU and install a new one
- Replace the fan and heat sink assembly on the CPU
- Use a can of compressed air to blow out the dust

Correct. The buildup of dust inside a computer can cause the computer to overheat. Use a can of compressed air to gently blow out the dust inside the computer and air vents.

- Move the laptop to a temperature controlled environment

Incorrect

Question 7

0 / 5 pts

Alexa is asked to upgrade the memory on a desktop computer. Which component will she replace?

 SO-DIMM

Incorrect. SO-DIMM is a small outline dual-inline memory module. The RAM form factor used on laptop computers.

 SSD Flash memory DIMM**Question 8**

5 / 5 pts

Which statements are true regarding motherboards? (Select two)

 Has a CPU socket

Correct. Motherboards have CPU sockets. CPU sockets hold the processor or CPU.

 Has slots for DIMMs

Correct. Motherboards have DIMMs. DIMM or dual inline memory module slots hold the temporary memory or RAM.

- Has a heat sink on the PCIe slots
- Also called a daughter card
- Has eSATA ports for internal SSDs

Question 9

5 / 5 pts

A few users need to connect an external monitor, external keyboard and mouse, and to a wired network cable to their laptop while visiting a remote office. The laptops are not from the same manufacturer.

Which of the following devices will allow the users to connect their laptops to the external devices?

- USB to RJ-45 dongle
- Expansion card
- Port replicator

Correct. A port replicator typically connects to a laptop using a single USB port and provides the convenience of connecting external connections such as monitors, USB devices, and network patch cables. The port replicator isn't proprietary, meaning it is designed to work with any laptop with an open USB port.

- Docking station

Question 10

5 / 5 pts

When is it okay to touch the inside of a computer that is turned on?

- When disassembling the computer
- When using a multimeter to measure voltage output

Correct. Using a multimeter to measure voltage output is the only exception to touching the inside of a computer that is turned on. Even then, you should be very careful to avoid shock.

- When reassembling the computer
- When you are wearing a wrist strap

Question 11

5 / 5 pts

When handling a motherboard, cards, or drive, which statement is NOT accurate?

- You should not touch chips on the device.
- You should not hold expansion cards by the edges.

Correct. Holding expansion cards by the edges is the correct method of handling.

- You should not touch any soldered components on a card.
- You should not touch edge connectors.

Question 12**5 / 5 pts**

Which statement best describe when you would need to use a Thunderbolt 3 port as opposed to a DisplayPort or an HDMI port?



When you need to transmit a digital and analog video signal on the same port and cable



When you need to transmit video, audio, data, and power on the same port and cable

Correct. Thunderbolt 3 can transmit video, audio, data and power on the same port and cable. It can support up to six peripheral devices simultaneously.



When the system is missing a DVI and/or VGA port to transmit video and audio signals



When you do not have a DVI to VGA adapter to convert digital signals to an analog format

Question 13**5 / 5 pts**

What connector has 4 pins, is used for older IDE drives and some SATA drives, and can provide +5 V and +12 V power outputs?

SATA connector

PCIe connector

P1 connector

Molex connector

Correct. The Molex connector is a 4-pin connector used for older IDE drives, some newer SATA drives, and extra power to video cards. It can provide +5 V and +12 V power.

Question 14

5 / 5 pts

A technician is building a custom gaming computer for a customer. In what order should the technician install the main components?

power supply, drives, motherboard, cards

Correct. Since the motherboard and processor are the most expensive components, if possible it is best to install the motherboard just before installing the expansion cards to prevent damage. For example, you would not want to drop a disk drive or power supply on the motherboard while installing those components.

drives, motherboard, cards, power supply

motherboard, cards, power supply, drives

mother board, power supply, drives, and cards

Question 15

5 / 5 pts

Which two statements are true about 4-pin 12 V, 8-pin 12 V, 6-pin PCIe, and

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Question 16

5 / 5 pts

You are helping a friend build a computer with a modern motherboard that is compatible with the ATX form factor. What type of power supply should you use?

One with a 20-pin power connector

One with a 24-pin power connector

Correct. The 24-pin P1 connector is the main motherboard power connector used today.

One with an 8-pin power connector

One with a 15-pin power connector

Question 17

5 / 5 pts

What type(s) of port transmits both digital audio and digital video with a single connector? Select all that apply.

DisplayPort

Correct. DisplayPort transmits both digital video and audio, but not analog transmissions. DisplayPorts are slowly replacing older ports, such as VGA and DVI ports.

DVI

HDMI

Correct. HDMI or High-Definition Multimedia Interface ports transmit digital video and audio, but not analog transmissions. HDMI connections are commonly found in home theater equipment and as ports on both laptop and desktop computers.

VGA

SPDIF**Question 18****5 / 5 pts**

What two devices in a computer should be considered "black boxes," and should never be opened due to risks involving charged capacitors?

 Monitor

Correct. A monitor may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

 Power supply

Correct. The power supply may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

 Hard drive Video card**Question 19****5 / 5 pts**

A technician has determined that a laptop keyboard will need to be removed in order to replace the laptop's CPU cooling fan.

Which of the following steps will most likely be required before the technician

can remove the keyboard from the laptop? (Select two.)



The keyboard backlight will need to be toggled off by using the appropriate Fn keys.

And another paragraph on the answer.



The keyboard cable(s) will need to be disconnected from the ZIF socket(s).

Correct. Typical laptop keyboards are connected to the system board via one or more ribbon cables. The system board end of the ribbon cable utilizes ZIF (zero insertion force) sockets. These cables will need to be disconnected prior to removal of the keyboard.



The keyboard cable will need to be disconnected from the mini-PCIe slot.



The keyboard bezel will need to be removed.

Correct. The keyboard bezel is a part of the plastic covers of a laptop and is the cover that surrounds the top of the keyboard. For some laptops, the case top covers the keyboard. Regardless of whether the cover is the bezel or the case top, it will need to be removed first in order to remove the keyboard.



The technician will need to remove the display assembly and system board.

Question 20

5 / 5 pts

You are troubleshooting a laptop with multiple sticking keys that result in

misspelled words while the user types. Other than several sticking keys, the laptop appears to be functioning properly. You have cleaned the keyboard with compressed air, but the problem persists. After removing one of the key tops, it becomes apparent that a liquid was spilled into the keyboard.

Which of the following is the next step in resolving the issue of sticking keys?

-
- Replace the keyboard with a compatible keyboard.
 - Disconnect and reseat the keyboard ribbon cable.
 - Clean the keyboard keys with a contact cleaner.
-

Correct. Contact cleaner can be used to clean a keyboard in which liquid has been spilled. Contact cleaners readily evaporate without leaving any residue. If the keys continue to stick, you will need to replace the keyboard.

-
- Replace the laptop system board and reseat all connections.
-

Quiz Score: **92.5** out of 100

M01 Chapter 2 Review Results for Andrew Schmidt

Score for this attempt: **86.67** out of 100

Submitted Aug 29 at 7:35pm

This attempt took 12 minutes.

Question 1

5 / 5 pts

What must your motherboard have to use BitLocker Encryption in Windows 8/10/11 which will ensure that your hard drive cannot be used in another computer?

- LoJack
- BIOS/UEFI password
- Encrypted USB
- TPM chip

Correct. TPM, or Trusted Platform Module chip, is required to use BitLocker to encrypt the hard drive to prevent usage on another computer.

Correct!

Question 2

5 / 5 pts

What is the set of rules and standards that any two entities use for communication?

- Bus

Correct! Protocol

Correct. Protocol is the set of rules and standards that any two entities use for communication.

 Traces Lanes**Question 3****5 / 5 pts**

Ana buys a computer from a surplus sale event at a local university. When she boots it up, it asks for a password even before the operating system loads. How can she overcome this problem?

 Reinstall the operating system and reboot the system. Insert a bootable USB flash drive and restart the system. Configure jumpers to clear the BIOS/UEFI settings.

Correct. If a power-on user password and/or a supervisor password is configured, they can be cleared by setting a jumper on the motherboard to clear any customized BIOS/UEFI settings.

 Access the BIOS/UEFI and clear the user password.**Question 4****5 / 5 pts**

Which two statements are true regarding conventional PCI and PCI Express

(PCIe) slots?

Correct!

- The PCI bus transports 32 data bits in parallel.

Correct. The PCI bus transports 32 data bits in parallel. PCIe uses multiple lanes but each lane transmits data in a serial fashion.

- The PCIe slots are slightly taller than PCI slots.

- PCI slots could be used for modern high-end graphics cards.

- The slot form factors are different but compatible.

Correct!

- The PCI bus operates at about 500 Mbps.

Correct. The PCI bus operates at 500 Mbps. All modern PCIe slots operate at higher speeds.

Question 5

5 / 5 pts

A student uses a flash drive to store assignments/homework. The student plugs in the flash drive, reboots the computer, and it displays a message indicating the operating system is not found. What are two possible ways of fixing the problem relatively quickly?

Correct!

- Remove the USB flash drive and reboot the computer

Correct. If the boot sequence in the BIOS/UEFI lists a USB device as first, it will try to boot from the USB flash drive first. Removing the USB flash drive will allow the boot sequence to advance to the next device which may be the hard drive containing the operating system.

Correct!

- Reinstall the operating system then reboot the system

- Change the boot sequence via the BIOS/UEFI screen

Correct. Changing the boot sequence to boot from the hard drive first will bypass the USB flash drive and allow the system to boot successfully.

- Verify the flash drive has a bootable operating system

- Convert the flash drive to use NTFS while preserving the data

Question 6

5 / 5 pts

You install Windows on a new SSD that fits in an M.2 socket in a modern high-end motherboard. After installing the OS, the system will not boot as expected. What could be the problem?

- You need to install the SSD driver from the SSD manufacturer.

- The boot sequence needs to be changed to boot from the SSD.

Correct. Changing the boot sequence to boot from the SSD device should fix the problem.

- The M.2 standard can only be used with HDDs and not SSDs.

- The motherboard does not support booting from an M.2 device.

Question 7

0 / 5 pts

You are asked to install a new high-end graphics card. In which motherboard slot should you install it?

PCI Express 6.0 x32

PCI Express 5.0 x32

Incorrect. PCI Express 5.0 x32 does not exist. PCI Express 5.0 x16 supports up to 63 GB/sec for 16 lanes.

You Answered

Correct Answer

PCI Express 5.0 x16

PCI Express 5.0 x8

Question 8

0 / 5 pts

Kai needs to compile information on the motherboard brand and model for a few computers running important applications. He does not have the motherboard manuals. How can he obtain the information with relative ease?

Correct Answer

- Enter the msinfo32.exe command in Windows

You Answered

- Open the Control Panel then Device Manager

Incorrect. The Device Manager allows you to view and manage device hardware settings and driver software installed on the computer but not necessarily the motherboard itself.

- Access the BIOS/UEFI and print a summary report
- Power down, open the case, and take a picture

Question 9

5 / 5 pts

Which statement is NOT true regarding Alder Lake chipsets?

- Alder Lake is used with the LGA1700 socket.
- Alder Lake belongs to the Z690 chipset family.
- Alder Lake processors can have up to 8 cores.

Correct. The Alder Lake chipset/processors series can have up to 10 cores instead of 8.

- Alder Lake processors include Core i5, i7, and i9.

Correct!

Question 10**5 / 5 pts**

When you build a computer from parts, you usually start by deciding on which two components?

 video card processor

Correct. The processor is one of the first decisions that must be made when building a computer from parts.

Correct! motherboard

Correct. The motherboard is one of the first decisions that must be made when building a computer from parts.

 RAM case**Question 11****5 / 5 pts**

Brandon purchased a new processor online for an upgrade. When he purchased the processor, he made sure that it used the same socket his computer's motherboard used. But he did not check to see whether the motherboard chipset was compatible. What will happen if you install a processor on a motherboard that can fit the socket but is the wrong chipset?

Correct! Damage to both the processor and the motherboard.

Correct. Installing a processor that fits the socket of a motherboard but is not compatible with the motherboard's chipset can damage both the processor and the chipset. You need to make sure the processor is compatible with the chipset before installing and testing the processor.

- The computer will work fine.
- The computer will power on but will fail POST.
- You will not be able install the processor in the wrong motherboard.

Question 12

5 / 5 pts

Oliver is replacing a processor that fits into an LGA1700 socket. The motherboard into which the processor is being installed must be compatible with what generation of processor and chipset?

Correct!

- Alder Lake

Correct. Alder Lake is part of the 600 Series Chipsets (12th generation); the processor uses an LGA1700 socket.

- Rocket Lake
- Comet Lake
- Coffee Lake Refresh
- Coffee Lake

Question 13**5 / 5 pts**

You are installing a 1.5 TB hard drive in a computer. What two methods could you use to partition the hard drive?

Extended Partitioning Scheme (EPS)

Master Boot Record (MBR)

Correct. MBR is an older method of partitioning hard drives that allows four primary partitions and is limited to 2 TB drives.

Standard Partition Layout (SPL)

GUID Partition Table (GPT)

Correct. GPT is a newer method of partitioning hard drives that will allow up to 128 partitions on the hard drive. It must be used on drives larger than 2 TB but also supports drives smaller than 2 TB.

BIOS (Basic Input/Output System)

Question 14**5 / 5 pts**

What has occurred if you see the message, "Chassis Intruded! System has halted." the next time you start your computer?

The hard drive has failed

Windows has not been activated

Correct!

- The case has been opened

Correct. The intrusion detection alert feature in the BIOS/UEFI was triggered by opening the locked case.

- The POST test has failed

Question 15**5 / 5 pts**

What type of socket ensures that even force is applied when a processor is being installed in the socket?

Correct!

- ZIF

Correct. ZIF, or zero insertion force socket, ensures that even force is applied when the processor is being installed in the socket. This is a feature on modern motherboards for both Intel and AMD processors.

- FM2

- LGA

- AM3

Question 16**5 / 5 pts**

You need to fix a system that sometimes hangs during the boot process. In addition, it also hangs at random times after booting successfully. What could be a possible remedy?

Install new CMOS RAM

Remove the TPM chip

Flash the BIOS/UEFI

Correct. Flashing the BIOS/UEFI or updating the firmware may resolve system hangs.

Format the hard disk

Question 17

5 / 5 pts

Motherboards may contain which three of the following ports on the I/O panel?

Correct!

USB ports

Correct. Multiple USB ports may be found on the I/O panel.

SATAe

Correct!

RJ-45 LAN port

Correct. RJ-45 LAN ports may be found on the I/O panel.

Correct!

HDMI, DVI, and/or DisplayPort

Correct. Video ports such as HDMI, DVI, and/or DisplayPort may be found on the I/O panel.

PCIe ports

Question 18**5 / 5 pts**

Which of the following two settings can be configured via the BIOS/UEFI setup screen?

Correct!

- Enable Virtualization

Correct. Enabling virtualization allows a physical computer to implement one or more virtual computers, called virtual machines (VMs), in software. VMs can be created so that each one runs a different operating system. You are essentially running one or more computers inside a computer.

- Windows driver status

- Which POST tests to run

- Screen saver timeout value

Correct!

- Change the boot sequence

Correct. Boot sequence can be changed in the BIOS/UEFI screen.

Question 19**5 / 5 pts**

You are troubleshooting a computer system and want to review some of the motherboard configuration settings. Where is most of this data stored?

- BIOS/UEFI ROM

Correct! CMOS RAM

Correct. CMOS RAM is where most motherboard configuration data is stored. While it is stored in RAM storage, the CMOS battery ensures the computer does not lose its memory due to power loss.

 DIMM RAM HDD**Question 20****1.67 / 5 pts**

The security team in a mid-sized company wants to test drive encryption using an HSM. What are three possible ways of accomplishing this?

 Using HSM software Enable HSM in the TPM

Incorrect. Although you can emulate some HSM-like functionality in a TPM chip, you do not, in the pure sense of the word, enable HSM in the TPM chip.

You Answered**Correct!** Using an expansion card

Correct. A hardware security module (HSM) can be installed as an expansion card to implement drive encryption. This is a viable option when a TPM chip is not available.

Correct! Using an external USB device

Correct. A small external USB device could be used as a hardware security module (HSM) to implement drive encryption on one system. This is a viable option when a TPM chip is not available.

Correct Answer

- Using a network appliance

Quiz Score: **86.67** out of 100

M01 Chapter 2 Review Results for Andrew Schmidt



Score for this attempt: **55.83** out of 100

Submitted Aug 29 at 6:15pm

This attempt took 14 minutes.

Incorrect

Question 1

0 / 5 pts

Under which three of the following conditions would you be inclined to flash (update) the BIOS/UEFI?

- Errors are displayed when you are trying to install a new OS
- When an error message indicates the OS is not found
- When a new version of the BIOS/UEFI is made available

Incorrect. If your system is working as expected, there is no need to update the BIOS/UEFI just because a new version is available.

- You want to incorporate new features on the motherboard

Correct. If you want to incorporate new features on the motherboard you need to flash the BIOS/UEFI.

- When you want to upgrade the central processing unit

Partial

Question 2

3.33 / 5 pts

The security team in a mid-sized company wants to test drive encryption using

an HSM. What are three possible ways of accomplishing this?

- Using HSM software
- Enable HSM in the TPM
- Using an expansion card

Correct. A hardware security module (HSM) can be installed as an expansion card to implement drive encryption. This is a viable option when a TPM chip is not available.

- Using an external USB device

Correct. A small external USB device could be used as a hardware security module (HSM) to implement drive encryption on one system. This is a viable option when a TPM chip is not available.

- Using a network appliance

Incorrect

Question 3

0 / 5 pts

Which statement is NOT true regarding Alder Lake chipsets?

- Alder Lake is used with the LGA1700 socket.
- Alder Lake belongs to the Z690 chipset family.

Incorrect. The Alder Lake chipset/processors series uses the Z690 chipset.

- Alder Lake processors can have up to 8 cores.

- Alder Lake processors include Core i5, i7, and i9.

Question 4

5 / 5 pts

What type of socket ensures that even force is applied when a processor is being installed in the socket?

- ZIF

Correct. ZIF, or zero insertion force socket, ensures that even force is applied when the processor is being installed in the socket. This is a feature on modern motherboards for both Intel and AMD processors.

- FM2

- LGA

- AM3

Question 5

5 / 5 pts

What is the set of rules and standards that any two entities use for communication?

- Bus

- Protocol

Correct. Protocol is the set of rules and standards that any two entities use for communication.

- Traces
- Lanes

Incorrect**Question 6****0 / 5 pts**

You need to fix a system that sometimes hangs during the boot process. In addition, it also hangs at random times after booting successfully. What could be a possible remedy?

- Install new CMOS RAM
- Remove the TPM chip

Incorrect. Do not remove the TPM chip if equipped. Removing the chip may damage the motherboard.

- Flash the BIOS/UEFI
- Format the hard disk

Incorrect**Question 7****0 / 5 pts**

A student uses a flash drive to store assignments/homework. The student plugs in the flash drive, reboots the computer, and it displays a message indicating the operating system is not found. What are two possible ways of fixing the problem relatively quickly?

- Remove the USB flash drive and reboot the computer

Correct. If the boot sequence in the BIOS/UEFI lists a USB device as first, it will try to boot from the USB flash drive first. Removing the USB flash drive will allow the boot sequence to advance to the next device which may be the hard drive containing the operating system.

- Reinstall the operating system then reboot the system

- Change the boot sequence via the BIOS/UEFI screen

- Verify the flash drive has a bootable operating system

- Convert the flash drive to use NTFS while preserving the data

Incorrect. Converting the filesystem to NTFS will not fix the problem if the first entry in the boot sequence is a USB device. While it is possible to convert the filesystem on a flash drive from, for example, FAT32 to NTFS and preserve the data, it is best to back up the data first.

Question 8

5 / 5 pts

Motherboards may contain which three of the following ports on the I/O panel?

- USB ports

Correct. Multiple USB ports may be found on the I/O panel.

- SATAe

- RJ-45 LAN port

Correct. RJ-45 LAN ports may be found on the I/O panel.

- HDMI, DVI, and/or DisplayPort

Correct. Video ports such as HDMI, DVI, and/or DisplayPort may be found on the I/O panel.

- PCIe ports

Question 9

5 / 5 pts

When you build a computer from parts, you usually start by deciding on which two components?

- video card

- processor

Correct. The processor is one of the first decisions that must be made when building a computer from parts.

- motherboard

Correct. The motherboard is one of the first decisions that must be made when building a computer from parts.

- RAM

- case

Question 10**5 / 5 pts**

You install a virtual machine app such as VMware or Virtual Box. However, when you try to create a virtual machine, the system issues a message implying that virtualization is not supported. How/where could you potentially fix the problem?

- Windows Control Panel
- BIOS/UEFI

Correct. Most computers require that virtualization be enabled in the BIOS/UEFI.

- TPM chip
- Virtualization Jumper

Incorrect**Question 11****0 / 5 pts**

You are installing a 1.5 TB hard drive in a computer. What two methods could you use to partition the hard drive?

- Extended Partitioning Scheme (EPS)

Incorrect. EPS or EFI System Partition is not a method for partitioning a hard drive. EPS is part of partitioning that contains boot loaders or kernel images for installed operating systems and various other files used in the boot process.

- Master Boot Record (MBR)

Standard Partition Layout (SPL) GUID Partition Table (GPT)

Correct. GPT is a newer method of partitioning hard drives that will allow up to 128 partitions on the hard drive. It must be used on drives larger than 2 TB but also supports drives smaller than 2 TB.

 BIOS (Basic Input/Output System)

Question 12

5 / 5 pts

You decide you want to overclock the processors on your system. What is the first step in the process?



Boot Windows as Administrator, go to Control Panel, set the BIOS/UEFI flag, then restart



Set a motherboard jumper and start the computer; this starts the BIOS/UEFI setup program



Press a key or combination of keys during POST to access the BIOS/UEFI setup program

Correct. You may access the BIOS/UEFI setup program by pressing a key or combination of keys, depending on the computer.



Insert the BIOS setup floppy disk, then reboot to access the BIOS/UEFI setup program

Incorrect

Question 13

0 / 5 pts

Which two statements are true regarding conventional PCI and PCI Express (PCIe) slots?

- The PCI bus transports 32 data bits in parallel.

Correct. The PCI bus transports 32 data bits in parallel. PCIe uses multiple lanes but each lane transmits data in a serial fashion.

- The PCIe slots are slightly taller than PCI slots.

Incorrect. PCI slots are slightly taller than PCIe slots.

- PCI slots could be used for modern high-end graphics cards.

Incorrect. Modern high-end graphics cards use the PCIe standard. PCI slots can be used for a variety of add-on cards such as network, wireless, and sound cards. PCI graphics cards are also still available.

- The slot form factors are different but compatible.

Incorrect. PCI and PCIe slots do not have the same form factor and are not compatible (interchangeable).

- The PCI bus operates at about 500 Mbps.

Correct. The PCI bus operates at 500 Mbps. All modern PCIe slots operate at higher speeds.

Partial

Question 14

2.5 / 5 pts

Which of the following two settings can be configured via the BIOS/UEFI setup screen?

- Enable Virtualization

Correct. Enabling virtualization allows a physical computer to implement one or more virtual computers, called virtual machines (VMs), in software. VMs can be created so that each one runs a different operating system. You are essentially running one or more computers inside a computer.

- Windows driver status

- Which POST tests to run

Incorrect. You cannot select which POST tests to execute on startup.

- Screen saver timeout value

- Change the boot sequence

Correct. Boot sequence can be changed in the BIOS/UEFI screen.

Question 15

5 / 5 pts

You install Windows on a new SSD that fits in an M.2 socket in a modern high-end motherboard. After installing the OS, the system will not boot as expected. What could be the problem?

- You need to install the SSD driver from the SSD manufacturer.

- The boot sequence needs to be changed to boot from the SSD.

Correct. Changing the boot sequence to boot from the SSD device should fix the problem.

- The M.2 standard can only be used with HDDs and not SSDs.
- The motherboard does not support booting from an M.2 device.

Question 16

5 / 5 pts

Brandon purchased a new processor online for an upgrade. When he purchased the processor, he made sure that it used the same socket his computer's motherboard used. But he did not check to see whether the motherboard chipset was compatible. What will happen if you install a processor on a motherboard that can fit the socket but is the wrong chipset?

- Damage to both the processor and the motherboard.

Correct. Installing a processor that fits the socket of a motherboard but is not compatible with the motherboard's chipset can damage both the processor and the chipset. You need to make sure the processor is compatible with the chipset before installing and testing the processor.

- The computer will work fine.
- The computer will power on but will fail POST.
-
- You will not be able to install the processor in the wrong motherboard.

Question 17**5 / 5 pts**

Oliver is replacing a processor that fits into an LGA1700 socket. The motherboard into which the processor is being installed must be compatible with what generation of processor and chipset?

Alder Lake

Correct. Alder Lake is part of the 600 Series Chipsets (12th generation); the processor uses an LGA1700 socket.

Rocket Lake

Comet Lake

Coffee Lake Refresh

Coffee Lake

Incorrect**Question 18****0 / 5 pts**

You are troubleshooting a computer system and want to review some of the motherboard configuration settings. Where is most of this data stored?

BIOS/UEFI ROM

Incorrect. The BIOS/UEFI does not have ROM.

CMOS RAM

DIMM RAM

HDD

Incorrect

Question 19

0 / 5 pts

Ana buys a computer from a surplus sale event at a local university. When she boots it up, it asks for a password even before the operating system loads. How can she overcome this problem?

- Reinstall the operating system and reboot the system.
- Insert a bootable USB flash drive and restart the system.
- Configure jumpers to clear the BIOS/UEFI settings.
- Access the BIOS/UEFI and clear the user password.

Incorrect. You need to enter the correct password before the system allows access to the BIOS/UEFI setup screen.

Question 20

5 / 5 pts

What must your motherboard have to use BitLocker Encryption in Windows 8/10/11 which will ensure that your hard drive cannot be used in another computer?

- LoJack
- BIOS/UEFI password

Encrypted USB

TPM chip

Correct. TPM, or Trusted Platform Module chip, is required to use BitLocker to encrypt the hard drive to prevent usage on another computer.

Quiz Score: **55.83** out of 100

M01 Chapter 2 Review Results for Andrew Schmidt



Score for this attempt: **88.33** out of 100

Submitted Aug 29 at 7:22pm

This attempt took 11 minutes.

Question 1

5 / 5 pts

A company is researching motherboards for a small / compact low-end system they are designing to be used in a home theater system. Which motherboard form factor is the company most likely to use?

ATX

mATX

E-ATX

mITX

Correct. The mini-ITX (mITX), also referred to as an ITX board, is a small form factor (SFF) board used in low-end computers.

Question 2

5 / 5 pts

Which of the following two settings can be configured via the BIOS/UEFI setup screen?

Enable Virtualization

Correct. Enabling virtualization allows a physical computer to implement one or more virtual computers, called virtual machines (VMs), in software. VMs can be created so that each one runs a different operating system. You are essentially running one or more computers inside a computer.

- Windows driver status
- Which POST tests to run
- Screen saver timeout value
- Change the boot sequence

Correct. Boot sequence can be changed in the BIOS/UEFI screen.

Incorrect

Question 3

0 / 5 pts

You are installing a 1.5 TB hard drive in a computer. What two methods could you use to partition the hard drive?

- Extended Partitioning Scheme (EPS)
- Master Boot Record (MBR)
- Standard Partition Layout (SPL)

Incorrect. SPL is not a method for partitioning a hard drive.

- GUID Partition Table (GPT)

Correct. GPT is a newer method of partitioning hard drives that will allow up to 128 partitions on the hard drive. It must be used on drives larger than 2 TB but also supports drives smaller than 2 TB.

- BIOS (Basic Input/Output System)

Question 4

5 / 5 pts

Your manager wants you to build a custom computer for a dedicated application. Which of the following is NOT a factor that needs to be considered?

- What operating system will be installed?

Correct. The type of operating system is not a consideration when selecting a motherboard for conventional use such as deploying it for a dedicated application.

- How is the motherboard going to be used?
- What form factor does the motherboard use?
- What is the price of the motherboard?

Question 5

5 / 5 pts

Ana buys a computer from a surplus sale event at a local university. When she boots it up, it asks for a password even before the operating system loads. How can she overcome this problem?

- Reinstall the operating system and reboot the system.
- Insert a bootable USB flash drive and restart the system.
- Configure jumpers to clear the BIOS/UEFI settings.

Correct. If a power-on user password and/or a supervisor password is configured, they can be cleared by setting a jumper on the motherboard to clear any customized BIOS/UEFI settings.

- Access the BIOS/UEFI and clear the user password.

Question 6

5 / 5 pts

What has occurred if you see the message, "Chassis Intruded! System has halted." the next time you start your computer?

- The hard drive has failed
- Windows has not been activated
- The case has been opened

Correct. The intrusion detection alert feature in the BIOS/UEFI was triggered by opening the locked case.

- The POST test has failed

Question 7

5 / 5 pts

You are troubleshooting a computer system and want to review some of the motherboard configuration settings. Where is most of this data stored?

BIOS/UEFI ROM

CMOS RAM

Correct. CMOS RAM is where most motherboard configuration data is stored. While it is stored in RAM storage, the CMOS battery ensures the computer does not lose its memory due to power loss.

DIMM RAM

HDD

Question 8

5 / 5 pts

What is the set of rules and standards that any two entities use for communication?

Bus

Protocol

Correct. Protocol is the set of rules and standards that any two entities use for communication.

Traces

Lanes

Question 9**5 / 5 pts**

You decide you want to overclock the processors on your system. What is the first step in the process?



Boot Windows as Administrator, go to Control Panel, set the BIOS/UEFI flag, then restart



Set a motherboard jumper and start the computer; this starts the BIOS/UEFI setup program



Press a key or combination of keys during POST to access the BIOS/UEFI setup program

Correct. You may access the BIOS/UEFI setup program by pressing a key or combination of keys, depending on the computer.



Insert the BIOS setup floppy disk, then reboot to access the BIOS/UEFI setup program

Incorrect**Question 10****0 / 5 pts**

Kai needs to compile information on the motherboard brand and model for a few computers running important applications. He does not have the motherboard manuals. How can he obtain the information with relative ease?



Enter the msinfo32.exe command in Windows

- Open the Control Panel then Device Manager
- Access the BIOS/UEFI and print a summary report

Incorrect. You can obtain the motherboard brand and model from the BIOS/UEFI setup screen but it does not provide the functionality to generate and print a report.

- Power down, open the case, and take a picture

Question 11

5 / 5 pts

What two different power-on passwords can be set to lock down a computer from unauthorized access?

- supervisor password

Correct. Setting the supervisor password in the BIOS/UEFI can help prevent unauthorized access.

- email password

- screen saver password

- Windows password

- user password

Correct. Setting the user password in the BIOS/UEFI can help prevent unauthorized access.

Question 12**5 / 5 pts**

Motherboards may contain which three of the following ports on the I/O panel?

USB ports

Correct. Multiple USB ports may be found on the I/O panel.

SATAe

RJ-45 LAN port

Correct. RJ-45 LAN ports may be found on the I/O panel.

HDMI, DVI, and/or DisplayPort

Correct. Video ports such as HDMI, DVI, and/or DisplayPort may be found on the I/O panel.

PCIe ports

Question 13**5 / 5 pts**

Brandon purchased a new processor online for an upgrade. When he purchased the processor, he made sure that it used the same socket his computer's motherboard used. But he did not check to see whether the motherboard chipset was compatible. What will happen if you install a processor on a motherboard that can fit the socket but is the wrong chipset?

Damage to both the processor and the motherboard.

Correct. Installing a processor that fits the socket of a motherboard but is not compatible with the motherboard's chipset can damage both the processor and the chipset. You need to make sure the processor is compatible with the chipset before installing and testing the processor.

- The computer will work fine.
- The computer will power on but will fail POST.
- You will not be able install the processor in the wrong motherboard.

Question 14**5 / 5 pts**

When you build a computer from parts, you usually start by deciding on which two components?

video card

processor

Correct. The processor is one of the first decisions that must be made when building a computer from parts.

motherboard

Correct. The motherboard is one of the first decisions that must be made when building a computer from parts.

RAM

case

Partial

Question 15

3.33 / 5 pts

Under which three of the following conditions would you be inclined to flash (update) the BIOS/UEFI?

Errors are displayed when you are trying to install a new OS

When an error message indicates the OS is not found

When a new version of the BIOS/UEFI is made available

You want to incorporate new features on the motherboard

Correct. If you want to incorporate new features on the motherboard you need to flash the BIOS/UEFI.

- When you want to upgrade the central processing unit

Correct. Before you upgrade the processor you may need to update/flash the BIOS/UEFI.

Question 16

5 / 5 pts

You install Windows on a new SSD that fits in an M.2 socket in a modern high-end motherboard. After installing the OS, the system will not boot as expected. What could be the problem?

- You need to install the SSD driver from the SSD manufacturer.
- The boot sequence needs to be changed to boot from the SSD.

Correct. Changing the boot sequence to boot from the SSD device should fix the problem.

- The M.2 standard can only be used with HDDs and not SSDs.
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Question 17

5 / 5 pts

Which statement is NOT true regarding Alder Lake chipsets?

Alder Lake is used with the LGA1700 socket.

Alder Lake belongs to the Z690 chipset family.

Alder Lake processors can have up to 8 cores.

Correct. The Alder Lake chipset/processors series can have up to 10 cores instead of 8.

Alder Lake processors include Core i5, i7, and i9.

Question 18

5 / 5 pts

You install a virtual machine app such as VMware or Virtual Box. However, when you try to create a virtual machine, the system issues a message implying that virtualization is not supported. How/where could you potentially fix the problem?

Windows Control Panel

BIOS/UEFI

Correct. Most computers require that virtualization be enabled in the BIOS/UEFI.

TPM chip

Virtualization Jumper

Question 19

5 / 5 pts

What must your motherboard have to use BitLocker Encryption in Windows 8/10/11 which will ensure that your hard drive cannot be used in another computer?

- LoJack
- BIOS/UEFI password
- Encrypted USB
- TPM chip

Correct. TPM, or Trusted Platform Module chip, is required to use BitLocker to encrypt the hard drive to prevent usage on another computer.

Question 20

5 / 5 pts

Oliver is replacing a processor that fits into an LGA1700 socket. The motherboard into which the processor is being installed must be compatible with what generation of processor and chipset?

- Alder Lake

Correct. Alder Lake is part of the 600 Series Chipsets (12th generation); the processor uses an LGA1700 socket.

- Rocket Lake
- Comet Lake
- Coffee Lake Refresh

Coffee Lake

Quiz Score: **88.33** out of 100

M02 Chapter 3 Quiz Results for Andrew Schmidt

Score for this quiz: **60** out of 100

Submitted Sep 6 at 10:09pm

This attempt took 10 minutes.

Question 1

10 / 10 pts

For maximum efficiency and performance, a highly tuned and specialized application needs to run on a system capable of handling exactly 16 threads at the same time from the operating system. Which two of the following will best meet the specified requirement?

Correct!

- A motherboard with four dual-core processors

Correct. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). $4 \text{ CPUs} \times 2 \text{ cores} \times 2 \text{ threads} = 16$.

Correct!

- A system board with two quad-core processors

Correct. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). $2 \text{ CPUs} \times 4 \text{ cores} \times 2 \text{ threads} = 16$.

- A system with a 64-bit operating system installed

- A system board with four quad-core processors

- A motherboard with two 8-core processors

Question 2

10 / 10 pts

What three characteristics are true about SRAM and DRAM?



SRAM and DRAM both need to be refreshed with the same frequency

Correct!



Both are considered volatile because they only hold data while power is on

Correct. Once power is removed from SRAM and DRAM the information stored is lost.

Correct!



SRAM is faster than DRAM because it does not need to be refreshed

Correct. SRAM does not need additional clock cycles to refresh the data. DRAM, or dynamic RAM, is the most common type of RAM and loses its data rapidly, so the memory controller must refresh it several thousand times a second.



DRAM is closer to the CPU than SRAM because it has a 64-bit data path

Correct!



The type of memory used in a memory cache is SRAM because it is faster

Correct. The type of memory used in cache memory is SRAM; it is faster than DRAM.

Question 3

10 / 10 pts

A computer has four DDR4 memory modules. Two modules have a speed of 3000 MHz and the other two have a speed of 4000 MHz. If the two 3000 MHz

DIMMs are upgraded, the new modules to be installed should have what rating?

PC4 24000

PC4 25600

PC4 28800

Correct!

PC4 32000

Correct. PC4 32000 corresponds to a speed of 4000 MHz ($4000 \times 8 = 32000$). Since only the slower modules are being replaced, you will want to match the speed, type, and manufacturer of the faster modules to achieve a performance gain.

In answered

Question 4

0 / 10 pts

When selecting a processor to match system needs, what features should you NOT consider?

Reviews of processors, including benchmarks and comparisons to other processors

Processor's ability to multitask, the number of cores, and multithreading abilities and which programs can make use of the abilities

Balancing the performance and power of the CPU with the entire system, including graphics adaptors and hard drives

Correct Answer

The latest and most powerful processor available because the performance benefit will far outweigh the cost

Question 5**10 / 10 pts**

An organization wants to increase the amount of RAM on their computers. All the computers have four memory slots but only two slots in each computer are populated. They want to add one more memory module to the older computers, and two additional modules to the newer computers. The older computers have three blue slots and one black slot. Which memory type will maximize the number of DIMMS the memory controller can access at the same time in both, the older and newer computers?

- DDR
- DDR2
- DDR3

Correct!

Correct. DDR3 DIMMs can use quad, triple, or dual channels. Installing two additional DDR memory modules in the newer systems will allow it to operate in quad channel mode. Since the older computers have three blue slots, add the third memory module in the blue slot, and leave the black slot unpopulated. This allows the DDR3 DIMMS to use triple channels.

- DDR4

Question 6**10 / 10 pts**

An entrepreneur wants to design and produce memory modules that meet industry specifications. To increase memory performance in servers the module should use technology to hold and amplify the signal just before the data is written to the module. What technology should the memory modules include?

ECC

Registers

Correct. Registers and buffers hold data and amplify a signal just before the data is written to the module.

Parity

CAS

Question 7

10 / 10 pts

Gina is upgrading your computer with a new processor. She installs the processor into your motherboard and adds the cooling system. She powers up the computer, and it begins to boot but then shuts down.

What could be the cause of this problem?

Computer is overclocked.

Thermal compound was not used.

Correct!

Correct. Gina forgot to add thermal compound, and the processor is overheating. Thermal compound is applied to create an air-tight seal between the processor and the heat sink. If thermal compound is not applied, the CPU will overheat, and the computer will shut down.

- Processor is not compatible.
- Processor is not seated properly.

Unanswered

Question 8

0 / 10 pts

Joanna is researching high-end motherboards for a gaming computer with the best performance possible. Which consideration should be highest on the list?

- Use the processor with the most cores
- Use the highest-performing processor
- Use the highest-performing memory
- Use the highest-performing motherboard

Correct Answer

Unanswered

Question 9

0 / 10 pts

You are researching RAM for a computer you are building for a friend who will be using the system as a home office server for a small business. She wants the added protection so the computer will not crash due to a memory error.

What type of RAM should you consider purchasing?

Unbuffered

Buffered

Correct Answer

ECC

Registered

Unanswered

Question 10

0 / 10 pts

Documentation on the memory modules in a computer says that each row is refreshed frequently, specifically, every 64ms. What type of memory is installed?

SRAM

CMOS RAM

Correct Answer

DRAM

Flash RAM

Quiz Score: **60** out of 100

M03 Chapter 4 Review Results for Andrew Schmidt

Score for this attempt: **90** out of 100

Submitted Sep 10 at 12:13am

This attempt took 9 minutes.

Question 1

5 / 5 pts

Sara works in the IT department for a large retail store. She has been testing a theory about why an error message keeps popping up on a coworker's computer when they try to start Windows. She has hit a wall and doesn't know where to look next. Sara feels very frustrated with the problem.

What should Sara do to help work out the solution?

- Write down everything.
- Divide and conquer.
- Don't assume the worst.
- Take a break and come back later.

Correct!

Correct. If Sara is becoming frustrated, she can take a break, walk away, and start afresh. This is Rule 11 of troubleshooting strategies and is the best way to beat frustration. Walking away and giving herself a fresh start later will help her uncover events or steps that she may have overlooked.

Question 2

5 / 5 pts

Dakota uses a power supply tester to examine the power supply on a friend's desktop computer that is exhibiting problems. The tester measured a 7 V reading from the +12 V output.

Which devices are most likely to be affected by this deficiency? Select two.

Correct!

- Graphics cards

Correct. Graphic cards draw the most power, they draw from the +12 V output.

- USB Ports

Correct!

- SATA Drives

Correct. Some older SATA drives require 12 V.

- CPU

- Keyboard and mouse

Question 3

5 / 5 pts

Li, a helpdesk technician, is troubleshooting a system. Based on experience, Li has narrowed down the problem and believes it is related to either the motherboard, processor, or RAM.

Which symptoms would have allowed Li to narrow down the problem? Select three.

Correct!

- The system reports less memory than is installed.

Correct. When the system reports less memory than is installed it could indicate faulty RAM or RAM that is not properly seated. Ensure all memory modules are properly seated, use the Memory Diagnostic Tool, and/or replace all memory modules as needed.

An error message says there is no operating system.

Correct!

The system begins to boot but then powers down.

Correct. This could be due to overheating. Ensure all fans are operational, particularly the CPU fan. If the problem persists, try applying fresh thermal paste.

Correct!

An error message is displayed while booting.

Correct. Error messages displayed during the boot cycle should be investigated. Search online for information about the error message. Pay special attention to results that relate to the motherboard or processor.

A loud whining noise as the system is booting.

Question 4

0 / 5 pts

You are troubleshooting a serious issue for a friend because their computer does not boot up properly.

What method should be employed to ensure the user's data is protected?



Use a professional data recovery service to copy the data to another storage media.



Use Windows Explorer to copy the data to another storage media on the local system.

Correct Answer

Connect the drive to another computer and copy the data to another storage media.

You Answered

Ask the user if they backed up the data. If they say yes, you can proceed with caution.

Incorrect. If the user backed up the data, make sure they can restore it successfully before assuming it has been safely backed up.

Question 5**5 / 5 pts**

Kiera is building a new computer and wants to make sure she has an adequate power supply for all the new components she is purchasing. She will be installing three HDDs, with each using 25 watts. The processor she is using will need 125 watts. The motherboard will use 80 watts. RAM will require 3 watts for each of the four DDR3 DIMM modules. Her video card will need 400 watts to run at the maximum level. She wants to keep the cost as low as possible for the power supply.

Which power supply would you recommend?

600W power supply

700W power supply

800W power supply

900W power supply

Correct!

Correct. A 900 W power supply provides approximately 30% more power than the capacity Kiera's new computer will need, and thus is recommended for this configuration. This power supply will allow Kiera to add USB devices, without worrying about not having enough power.

Question 6

5 / 5 pts

George is involved with a project at work. Over the last few weeks, he has noticed a gradual but significant degradation in performance when running his AutoCAD program. He calls the technician and asks him to check his computer. The technician tells George to reboot the computer and asks George how much RAM was detected. The amount of RAM reported is exactly as expected.

What hardware could be causing this problem? Select two.

Correct!

RAM

Correct. The most common cause of RAM not being detected is a memory module that is not seated properly. The technician should reseat all the RAM and see if that fixes the problem. If not, then he should check each RAM module individually by placing only one module in a RAM slot and restarting the system to see if a particular RAM module has gone bad.

Processor

Correct!

Motherboard

Correct. The motherboard DIMM slot could also be causing this problem. The best way to determine whether the motherboard is the problem is to remove and replace all the RAM, one module at a time. This process tests each slot to see whether a particular memory slot is the issue.

- Video card
- CMOS battery

Question 7**5 / 5 pts**

When you verify a fix, you determine that the problem could have been prevented. What should you do to help the user avoid having the same problem again?

Correct!

- Lock the user out of the problem area.
- Instruct the user on how to prevent the problem.

Correct. If you think the problem could have been prevented, the best option is to explain the cause of the problem to the user and how he might prevent this type of issue from occurring. For example, explaining that being especially careful about answering emails from unfamiliar people might help the user prevent malware from infiltrating his computer. This falls under step five of the troubleshooting strategies where you verify the fix and take preventive action.

- Don't tell the user anything so that he will have to call you back when the problem occurs again.
- Document the problem and hope the user reads your notes.

Question 8

5 / 5 pts

You notice that your computer is running slow and decide to reboot the computer to see if that will fix the problem. During the reboot, you notice that the amount of RAM shown during the RAM count is not the same as it was the day before.

What might cause this problem?

Correct!

- CMOS battery is failing.
- RAM module has become unseated.

Correct. The most common cause of RAM not being detected is a memory module that is not seated properly. You should reseat all the RAM and see if that fixes the problem. If that does not fix the problem, remove all the RAM, and reinstall each module individually to see if a particular RAM module is not working properly.

- CMOS RAM has become corrupt.
- System is overheating.

Question 9

5 / 5 pts

James added a new video card and needs to get a power supply that will have enough power to run the new card.

When researching the new power supply, what feature does James need to look for to make sure he has enough power to run his computer with the new video card?

Correct!

- Form factor
- Wattage

Correct. Wattage is the amount of power or total output under maximum load. Video cards draw the most power in a system, and it is important to pay attention to the +12V rating.

- Dual voltage option
- 80 Plus Gold rating

Question 10**5 / 5 pts**

While you are working on your computer, it shuts down unexpectedly, and you detect a burning smell. When you remove the case cover, you notice a distended capacitor. What can you do to fix this problem?

- Replace the capacitor.
- Replace the CMOS battery.
- Replace the power supply.

Correct!

- Replace the motherboard.

Correct. A distended capacitor is one that has failed and has bulged beyond its normal size. Some also leak a brownish-red electrolyte residue. This is a catastrophic failure on the motherboard. The best way to fix this problem is to replace the motherboard.

Question 11**5 / 5 pts**

Henry is having a problem with the electrical system on his current laptop. The battery for the laptop will not charge. Henry took the AC adapter and battery from another laptop that is known to work, and put them in his current laptop, but still the battery will not charge.

What possible actions can Henry take to make his laptop usable? (Select all that apply.)



Henry can replace the battery again, as the second battery could also be bad.

Correct!

- Henry can replace the laptop system board.

Correct. The system board is not allowing the battery to charge and may need to be replaced. This is not a frequent problem but is a feasible one in the scenario. The system board controls when the battery charges, and that might be causing the problem. Also, the pins on the charging port may be broken and thus need to be replaced.

Correct!

- Henry can purchase a new laptop.

Correct. This option would fix the problem by eliminating it. This is not a real solution as Henry is not repairing the laptop itself, However, in the end this might be the only way to fix the problem.

Correct!

- Henry can use the laptop only when it's connected to the power using the AC adapter.

Correct. This option is not ideal for Henry because he would need to plug the laptop into a power outlet at every location he used it; however, doing so would allow him to use his laptop.

Question 12

5 / 5 pts

You bought a new computer with two case fans that constantly run a little loud. However, right out of the box, you notice the system is exhibiting intermittent problems. You go into the BIOS and observe the CPU temperature is 100 degrees Fahrenheit (38 degrees Celsius). Which of the following best describes the thought process you should employ in your troubleshooting efforts?



Consider removing the heat sink from the CPU and properly reapplying the thermal paste.



Consider whether the case fans are working properly, and if the system air flow is adequate.



Consider using a can of compressed air to blow clean the inside of the case and components.

Correct!

Consider troubleshooting issues and possibilities that are not necessarily related to cooling.

Correct. The CPU temperature gives no indication the problem is cooling related. Spend time troubleshooting issues that are not related to cooling.

Question 13

5 / 5 pts

Sara is having a tough time finding the cause of a problem on a computer she is troubleshooting. She found a possible problem but is not sure if she is correct. In case she is wrong, Sara does not want to test her theory, because doing so might worsen the problem.

What would you advise Sara to do?

Correct!

Research the problem on the Internet.

Correct. Sara should research the problem until she is sure of her theory. If she thinks it might cause a different problem, she must talk to the customer before testing her theory.

- Test her theory.
- Take a guess about what the problem might be.
- Tell her customer she can't fix the problem.

Question 14**5 / 5 pts**

Which of the following method is not typically used to keep a computer system cool?

- CPU fans
- Case fans
- Liquid cooling systems
- Heat sinks
- Keeping the case open

Correct!

Correct. Keeping the case open is not a recommend long-term cooling solution. A closed case with fans placed in the proper location improves airflow to draw heat away from the system.

Question 15**5 / 5 pts**

Lin is booting up his computer. Sometimes during the boot process, the computer will shut down, but more often than not it will reboot on its own or simply freeze. He thinks the problem could be due to an intermittent

undervoltage problem with the power supply, so he uses a power supply tester. The test shows that the power supply is functioning properly. What should Lin check next in the troubleshooting process?

Processor

Motherboard

RAM

Correct. RAM is the simplest thing Lin can check in this troubleshooting process. To reseat RAM, Lin pulls outward on the supporting arms that secures the memory module in the DIMM slot, removes the memory, and reseats it. He pushes down gently but firmly on both ends of the memory stick until the supporting arms latch it in place. Faulty RAM will typically not cause the computer to shutdown but troubleshooting this component can at least rule it out as being the problem.

Hard drive

Question 16

0 / 5 pts

William has been working on a problem with a computer at his company for several hours and still can't ascertain the problem. The computer will not turn on, and William has tried everything he can think of to fix the computer. He has replaced the power cord, the power supply, and even the power strip the computer is plugged into. William decides that it must be the motherboard and takes the computer to his shop to replace the motherboard on the computer. When he plugs the computer in, it turns on. The problem was not the computer-someone had turned off the switch for the wall outlet that the power strip was plugged into.

At which step in the troubleshooting process could William have discovered this problem? (Select all that apply.)

Correct!

- Interview the user and up backup data

Correct. William might have found this problem if he had asked about environmental changes to the area where the computer is used.

Correct!

- Examine the system and making a best guess

Correct. The problem might have been discovered if William had researched the power structure of the building.

Correct!

- Test the theory to determine cause

Correct. When William was testing his theory, he might have discovered that the computer was working properly if he had taken the power supply and tried it somewhere other than at the desk.

You Answered

- Plan a solution and then fix the problem

Incorrect. William was not able to identify the problem, so he would not have established a plan.

You Answered

- Verify the fix and take preventive action

Incorrect. William was not able to identify the problem, so he would not have been able to verify the fix.

You Answered

- Document what happened

Incorrect. William was not able to identify the problem, so he would not have documented anything.

Question 17**5 / 5 pts**

Your computer system loses power while you are working on a project for a very important client. When the computer restarts, you hear continuous short beeps coming from your computer, and the monitor is showing no signal.

What do the beeps mean?



POST has passed, and your computer is working properly; you should check the video cable.

Correct!

- POST has failed, and you should research the BIOS beep codes.

Correct. Research the BIOS type and beep codes. Continuous short beeps with an Award BIOS indicates a memory error; with an Intel BIOS it indicates a loose card or short.

- Processor has failed and needs to be replaced.

- RAM should be reseated in the DIMM slots on the motherboard.

- Motherboard needs to be replaced.

Question 18

5 / 5 pts

A system has been having intermittent problems. Miya decides to measure the output voltage of the power supply. The voltage exceeds the expected value by an unreasonable amount.

What is the most likely consequence?

- The system will overheat causing a shutdown.

- The processor will be overclocked excessively.

Correct!

- None, devices only draw the power they need.

- Excessive voltage will damage the motherboard.

Correct. A power supply that actively delivers too much power due to an excessive voltage output will damage the motherboard.

Question 19

5 / 5 pts

Your customer wants to build a new computer and needs to make sure he orders the correct power supply for his machine.

What should you tell him to check to make sure he orders the correct power supply? (Select all that apply.)

Correct!

- Wattage requirements

Correct. Wattage requirements are the total amount of wattage or power needed based on the number of devices connected to the system. If the customer doesn't have enough wattage for his computer, the computer will not turn on. Additionally, if he has a power supply with too much wattage, he will have spent extra money unnecessarily. The power supply should be capable of delivering at least 30% more wattage (power) than the maximum power the system is capable of drawing.

- RAM requirements

- Type of cooling

Correct!

- Form factor

Correct. Because the customer must be able to mount the power supply to the case, form factor is an important consideration. If he purchases the wrong form factor, the power supply will not fit, and he will have to return the power supply and purchase the correct form factor.

Correct!

- Number of hard drives

Correct. The customer will need to make sure he has a SATA power connector for each hard drive, from the power supply. If he doesn't have enough SATA power connections, he will not be able to install all the hard drives that he plans to use in his computer.

Correct!

- Video requirements

Correct. If he is ordering a video card, he will need to make sure he has the power connector required for the video card. He will need either a 6-pin or an 8-pin video card power connector. There is also a possibility that he will need two 6-pin connectors. If he decides to install multiple video cards, he will need a sufficient number of 6-pin or 8-pin power connectors for each video card power connector.

Question 20

5 / 5 pts

Rebecca completed work on a computer and is verifying the functionality of the system when she finds a new problem. This problem is not urgent and can be easily fixed. The policy at Rebecca's company is that all problems need to be reported and given a priority code before they can be assigned to someone. What should Rebecca do about this new problem?

- Report the new problem.
- Troubleshoot the new problem.

Ignore the new problem.

Correct!



Determine whether fixing the first problem caused the second problem.

Correct. Rebecca needs to determine whether fixing the original problem caused the new problem before she can proceed. Rebecca should reexamine the system and make a best guess relative as to the source of the new problem.

Quiz Score: **90** out of 100

M03 Chapter 4 Review Results for Andrew Schmidt



Score for this attempt: **40.83** out of 100

Submitted Sep 9 at 11:49pm

This attempt took 11 minutes.

Incorrect

Question 1

0 / 5 pts

Your laptop at home is exhibiting intermittent problems and you suspect it could be related to power.

How can you verify the power adapter is supplying the proper voltage?



Replacing the old power adapter with a new one is a reasonable way of verifying it is delivering the right amount of voltage and power.



Verify the electrical outlet is delivering power then plug in the power adapter. Connect the 24-pin P1 connect into a power supply tester.

Incorrect. You will not find a 24-pin P1 connector on a laptop. It is the main mother board power connector used in a typical desktop system, not in a laptop.



Use a multimeter. Place the black probe of the multimeter in the center of the DC connector and the red probe on the outside cylinder.



Use a multimeter. Place the red probe of the multimeter in the center of the DC connector and the black probe on the outside cylinder.

Question 2**5 / 5 pts**

Tania is examining a system because the user claims their Word documents are getting corrupt.

What is a reasonable best guess as a starting point?

-
- The user is not saving the files properly.

Correct. In your mind, question everything, even the user. Do not immediately conclude it is a hardware or software issue without also including the possibility of user error. Verifying whether files are being saved correctly should be easy to reproduce. Observe the results for yourself before pursuing a more complex solution; try the simple things first. If the problem is user error be very diplomatic.

-
- The application needs to be reinstalled.

-
- The application needs to be patched.

-
- The hard drive needs to be replaced.

Partial**Question 3****1.67 / 5 pts**

Li, a helpdesk technician, is troubleshooting a system. Based on experience, Li has narrowed down the problem and believes it is related to either the motherboard, processor, or RAM.

Which symptoms would have allowed Li to narrow down the problem? Select three.

- The system reports less memory than is installed.

Correct. When the system reports less memory than is installed it could indicate faulty RAM or RAM that is not properly seated.

Ensure all memory modules are properly seated, use the Memory Diagnostic Tool, and/or replace all memory modules as needed.

- An error message says there is no operating system.

Incorrect. An error message indicating there is no operating system may potentially be rectified by changing the boot sequence in the BIOS/UEFI but first ensure there are not USB flash drives connected or optical media in the CD/DVD reader/writer. It may also indicate a corrupt operating system or faulty hard drive.

- The system begins to boot but then powers down.

Correct. This could be due to overheating. Ensure all fans are operational, particularly the CPU fan. If the problem persists, try applying fresh thermal paste.

- An error message is displayed while booting.

Correct. Error messages displayed during the boot cycle should be investigated. Search online for information about the error message. Pay special attention to results that relate to the motherboard or processor.

- A loud whining noise as the system is booting.

Incorrect. A whining noise could be caused by a failing hard drive or by a power supply that is underrated or going bad. If the power supply has a low rating, this condition may happen after installing a component that draws a lot of power such as a high-end video card.

Partial

Question 4**2.5 / 5 pts**

Your customer wants to build a new computer and needs to make sure he orders the correct power supply for his machine.

What should you tell him to check to make sure he orders the correct power supply? (Select all that apply.)

Wattage requirements

Correct. Wattage requirements are the total amount of wattage or power needed based on the number of devices connected to the system. If the customer doesn't have enough wattage for his computer, the computer will not turn on. Additionally, if he has a power supply with too much wattage, he will have spent extra money unnecessarily. The power supply should be capable of delivering at least 30% more wattage (power) than the maximum power the system is capable of drawing.

RAM requirements

Incorrect. RAM is important, but it is included in the wattage requirement. RAM wattage is included in the wattage needed for the motherboard.

Type of cooling

Incorrect. The type of cooling for the power supply is not a real issue because all power supplies are cooled via an internal fan. This option will not add to the total wattage of the system.

Form factor

Correct. Because the customer must be able to mount the power supply to the case, form factor is an important consideration. If he purchases the wrong form factor, the power supply will not fit, and he will have to return the power supply and purchase the correct form factor.

Number of hard drives

Correct. The customer will need to make sure he has a SATA power connector for each hard drive, from the power supply. If he doesn't have enough SATA power connections, he will not be able to install all the hard drives that he plans to use in his computer.

 Video requirements

Correct. If he is ordering a video card, he will need to make sure he has the power connector required for the video card. He will need either a 6-pin or an 8-pin video card power connector. There is also a possibility that he will need two 6-pin connectors. If he decides to install multiple video cards, he will need a sufficient number of 6-pin or 8-pin power connectors for each video card power connector.

Incorrect

Question 5

0 / 5 pts

You bought a new computer with two case fans that constantly run a little loud. However, right out of the box, you notice the system is exhibiting intermittent problems. You go into the BIOS and observe the CPU temperature is 100 degrees Fahrenheit (38 degrees Celsius). Which of the following best describes the thought process you should employ in your troubleshooting efforts?



Consider removing the heat sink from the CPU and properly reapplying the thermal paste.

Incorrect. Good processor coolers maintain a temperature of 90-110 degrees

Fahrenheit (32-43 degrees Celsius). Since the CPU temperature falls within this range, the problem is very likely not related to a CPU cooling issue.



Consider whether the case fans are working properly, and if the system air flow is adequate.



Consider using a can of compressed air to blow clean the inside of the case and components.



Consider troubleshooting issues and possibilities that are not necessarily related to cooling.

Incorrect**Question 6****0 / 5 pts**

William has been working on a problem with a computer at his company for several hours and still can't ascertain the problem. The computer will not turn on, and William has tried everything he can think of to fix the computer. He has replaced the power cord, the power supply, and even the power strip the computer is plugged into. William decides that it must be the motherboard and takes the computer to his shop to replace the motherboard on the computer. When he plugs the computer in, it turns on. The problem was not the computer-someone had turned off the switch for the wall outlet that the power strip was plugged into.

At which step in the troubleshooting process could William have discovered this problem? (Select all that apply.)

- Interview the user and up backup data

Correct. William might have found this problem if he had asked about environmental changes to the area where the computer is used.

- Examine the system and making a best guess

Correct. The problem might have been discovered if William had researched the power structure of the building.

- Test the theory to determine cause

Correct. When William was testing his theory, he might have discovered that the computer was working properly if he had taken the power supply and tried it somewhere other than at the desk.

- Plan a solution and then fix the problem

Incorrect. William was not able to identify the problem, so he would not have established a plan.

- Verify the fix and take preventive action

Incorrect. William was not able to identify the problem, so he would not have been able to verify the fix.

- Document what happened

Incorrect. William was not able to identify the problem, so he would not have documented anything.

Incorrect

Question 7

0 / 5 pts

Thomas came into work this morning and turned on his computer but nothing happened. He immediately called the help desk, and you were sent to fix his computer. While talking with Thomas about his computer, you find out that when he turns on the computer, he has lights and fans, but nothing else happens. He also tells you that the four memory modules were recently upgraded. Besides the memory, nothing else has been added or changed. You decide to try to re-create the problem, and when you turn on the computer, there are lights and fans, but no beeps and no video. You notice that the

keyboard light does not come on.

What can you determine about the problem with Thomas's computer? (Select all that apply.)

-
- Motherboard has failed.

Correct. A scenario in which the computer is not running POST could indicate that the motherboard has gone bad. Failure of the motherboard will be indicated by no beep code, no video, and no Num Lock light on the keyboard.

-
- Video card is not working properly.

Incorrect. If the video is not working, the computer will still run POST. You will receive a beep code error indicating that the video has failed. The Num Lock light will also work, indicating that the keyboard is working properly.

-
- Processor has gone bad or is not seated properly.

Correct. The computer needs a processor to run POST. If the processor can't execute the instructions to run POST, then lights and fans will run, but there will be no video or POST error beep codes.

-
- Power supply is not working properly.

Incorrect. Thomas's computer has fans and lights, which shows that the power supply is providing power to the computer.

-
- One of the four memory modules is loose.

Incorrect. If only one of the four memory modules were to become unseated, the system would still boot properly using the other memory modules. It would run as if only three modules were installed instead of four. However, in this case, the fundamental reason why the system does not boot is due to the motherboard or CPU.

Partial

Question 8**1.67 / 5 pts**

When you turn on your computer for the day, you notice lights and fans but no beeps and no video. The Num Lock light does not come on.

What might be the problem with your computer? (Select all that apply.)

- Motherboard has failed.

Correct. The fact that the computer is not running POST could indicate that the motherboard has gone bad. For a computer to run POST, you need a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You need to test each component to determine which one is not working properly.

- Video is not working properly.

Incorrect. If the video were not working, the computer would still run POST and provide a beep code error. But you are not receiving a beep code or video, which indicates that POST has not run on the system.

- Processor has failed or is not seated properly.

Correct. The fact that the computer is not running POST could indicate that the processor failed or is not seated properly. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to determine which one is not working properly.

- Power supply is not working properly.

Incorrect. The computer has fans and lights that indicate the power supply is providing power to the computer. If the power supply fails, the fans will not spin, and no lights will appear on the computer.

- RAM is not working properly.

Correct. If all the RAM has failed, then POST will not run on your computer. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to see which one is not working properly.

Incorrect

Question 9

0 / 5 pts

Lin is booting up his computer. Sometimes during the boot process, the computer will shut down, but more often than not it will reboot on its own or simply freeze. He thinks the problem could be due to an intermittent undervoltage problem with the power supply, so he uses a power supply tester. The test shows that the power supply is functioning properly. What should Lin check next in the troubleshooting process?

Processor Motherboard

Incorrect. While it could be the motherboard causing the problem, Lin should check the simplest thing first, which is RAM. If RAM is not the issue, Lin should try to reseat the processor before he would replace the motherboard.

 RAM Hard drive**Question 10****5 / 5 pts**

You have an eight-year-old computer with all the original components still in place. The power supply fan seems to be going bad, so you start troubleshooting. You replace the power supply, but the fan continues to have the same problem. You then disconnect all the other components except the motherboard. Only under this condition does the fan works as expected.

Which of the following is most likely to be true?

The power supply needs to be replaced with one that has a higher power rating.

One of the other components was causing a short and drawing too much power.

Correct. Since the fan works without a problem when only the motherboard is connected to power, the problem is likely caused by one of the other components inducing a short when connected. To resolve, connect one component at a time until the faulty device is identified.



The system was overheating; opening the case cooled it down and fixed the fan.



The motherboard should be replaced right away to prevent additional damage.

Question 11

5 / 5 pts

James added a new video card and needs to get a power supply that will have enough power to run the new card.

When researching the new power supply, what feature does James need to look for to make sure he has enough power to run his computer with the new video card?

Form factor

Wattage

Correct. Wattage is the amount of power or total output under maximum load. Video cards draw the most power in a system, and it is important to pay attention to the +12V rating.

Dual voltage option

80 Plus Gold rating

Question 12**5 / 5 pts**

Sara is having a tough time finding the cause of a problem on a computer she is troubleshooting. She found a possible problem but is not sure if she is correct. In case she is wrong, Sara does not want to test her theory, because doing so might worsen the problem.

What would you advise Sara to do?

- Research the problem on the Internet.

Correct. Sara should research the problem until she is sure of her theory. If she thinks it might cause a different problem, she must talk to the customer before testing her theory.

- Test her theory.
- Take a guess about what the problem might be.
- Tell her customer she can't fix the problem.

Incorrect**Question 13****0 / 5 pts**

Sara works in the IT department for a large retail store. She has been testing a theory about why an error message keeps popping up on a coworker's computer when they try to start Windows. She has hit a wall and doesn't know where to look next. Sara feels very frustrated with the problem.

What should Sara do to help work out the solution?

- Write down everything.

Incorrect. Writing things down is a great way to help Sara think more clearly. Keeping good notes while working is Rule 9 for troubleshooting strategies. The practice of leaving the problem and returning to it later will help Sara remember what she has observed and already tried. However, it may not be the best option to help her when she is feeling frustrated.

- Divide and conquer.
- Don't assume the worst.
- Take a break and come back later.

Question 14

5 / 5 pts

Which of the following method is not typically used to keep a computer system cool?

- CPU fans
- Case fans
- Liquid cooling systems
- Heat sinks
- Keeping the case open

Correct. Keeping the case open is not a recommended long-term cooling solution. A closed case with fans placed in the proper location improves airflow to draw heat away from the system.

Incorrect

Question 15**0 / 5 pts**

Dakota uses a power supply tester to examine the power supply on a friend's desktop computer that is exhibiting problems. The tester measured a 7 V reading from the +12 V output.

Which devices are most likely to be affected by this deficiency? Select two.

Graphics cards

Correct. Graphic cards draw the most power, they draw from the +12 V output.

USB Ports

Incorrect. USB ports only require 5 V.

SATA Drives

Correct. Some older SATA drives require 12 V.

CPU

Incorrect. Most CPUs require less than 5 V.

Keyboard and mouse

Incorrect. A keyboard and mouse require 5 V or less.

Question 16**5 / 5 pts**

When you verify a fix, you determine that the problem could have been prevented. What should you do to help the user avoid having the same problem again?

- Lock the user out of the problem area.
- Instruct the user on how to prevent the problem.

Correct. If you think the problem could have been prevented, the best option is to explain the cause of the problem to the user and how he might prevent this type of issue from occurring. For example, explaining that being especially careful about answering emails from unfamiliar people might help the user prevent malware from infiltrating his computer. This falls under step five of the troubleshooting strategies where you verify the fix and take preventive action.

- Don't tell the user anything so that he will have to call you back when the problem occurs again.
- Document the problem and hope the user reads your notes.

Incorrect

Question 17

0 / 5 pts

You are troubleshooting a serious issue for a friend because their computer does not boot up properly.

What method should be employed to ensure the user's data is protected?

- Use a professional data recovery service to copy the data to another storage media.

Incorrect. Using a data recovery service would be required if the data is extremely valuable and other recovery methods have not succeeded.



Use Windows Explorer to copy the data to another storage media on the local system.



Connect the drive to another computer and copy the data to another storage media.



Ask the user if they backed up the data. If they say yes, you can proceed with caution.

Question 18

5 / 5 pts

You decide to add three new hard drives to your computer so that you can increase the amount of storage on it. When you install the hard drives, you find enough SATA connections on the motherboard, but it is short one SATA power connector.

What is the easiest way to add a SATA power connector to the system?

- Purchase a new power supply.
- Use a Molex to SATA power adapter.

Correct. You can use a Molex to SATA power adapter to supply power to the SATA hard drive.

- Use the Molex connector.
- You will not be able to add the SATA hard drive.

Inanswered

Question 19

0 / 5 pts

Heather needs to fix a computer at her worksite. At which step in the troubleshooting process is she most likely to attempt to reproduce the problem.

- Examining the System and Making Your Best Guess
- Test the theory to determine a cause.
- Verify the fix and taking preventive action.
- Interview the user and back up data.

Incorrect

Question 20**0 / 5 pts**

George is involved with a project at work. Over the last few weeks, he has noticed a gradual but significant degradation in performance when running his AutoCAD program. He calls the technician and asks him to check his computer. The technician tells George to reboot the computer and asks George how much RAM was detected. The amount of RAM reported is exactly as expected.

What hardware could be causing this problem? Select two.

RAM

Correct. The most common cause of RAM not being detected is a memory module that is not seated properly. The technician should reseat all the RAM and see if that fixes the problem. If not, then he should check each RAM module individually by placing only one module in a RAM slot and restarting the system to see if a particular RAM module has gone bad.

Processor

Incorrect. The processor will not cause the RAM to be counted incorrectly during POST. If there were a problem with the processor, George would not be able to boot his computer and would receive POST error beep codes indicating the processor had failed.

Motherboard

Correct. The motherboard DIMM slot could also be causing this problem. The best way to determine whether the motherboard is the problem is to remove and replace all the RAM, one module at a time. This process tests each slot to see whether a particular memory slot is the issue.

Video card

Incorrect. The memory on a video card is not counted with the RAM during the boot process. Video is checked during POST to verify that the hardware is present and has not changed. If the video card is causing the issue, George will receive a POST beep code indicating a video card issue.

- CMOS battery

Incorrect. While the CMOS battery does keep a charge for the CMOS RAM, the CMOS RAM is not counted as part of the RAM during the boot process. The function of the CMOS battery is to keep the CMOS charged when the power to the computer is turned off. If the CMOS battery is failing, you will see a POST error noting that the time or a setting has changed.

Quiz Score: **40.83** out of 100

M03 Chapter 4 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Sep 10 at 12:04am

This attempt took 13 minutes.

Question 1

5 / 5 pts

Your laptop at home is exhibiting intermittent problems and you suspect it could be related to power.

How can you verify the power adapter is supplying the proper voltage?



Replacing the old power adapter with a new one is a reasonable way of verifying it is delivering the right amount of voltage and power.



Verify the electrical outlet is delivering power then plug in the power adapter. Connect the 24-pin P1 connect into a power supply tester.



Use a multimeter. Place the black probe of the multimeter in the center of the DC connector and the red probe on the outside cylinder.



Use a multimeter. Place the red probe of the multimeter in the center of the DC connector and the black probe on the outside cylinder.

Correct. But first set the multimeter to measure voltage in the 1 - 200 V DC range or similar.

Question 2**5 / 5 pts**

Dakota uses a power supply tester to examine the power supply on a friend's desktop computer that is exhibiting problems. The tester measured a 7 V reading from the +12 V output.

Which devices are most likely to be affected by this deficiency? Select two.

Graphics cards

Correct. Graphic cards draw the most power, they draw from the +12 V output.

USB Ports

SATA Drives

Correct. Some older SATA drives require 12 V.

CPU

Keyboard and mouse

Question 3**5 / 5 pts**

Sara works in the IT department for a large retail store. She has been testing a theory about why an error message keeps popping up on a coworker's computer when they try to start Windows. She has hit a wall and doesn't know where to look next. Sara feels very frustrated with the problem.

What should Sara do to help work out the solution?

- Write down everything.
- Divide and conquer.
- Don't assume the worst.
- Take a break and come back later.

Correct. If Sara is becoming frustrated, she can take a break, walk away, and start afresh. This is Rule 11 of troubleshooting strategies and is the best way to beat frustration. Walking away and giving herself a fresh start later will help her uncover events or steps that she may have overlooked.

Question 4

5 / 5 pts

While you are working on your computer, it shuts down unexpectedly, and you detect a burning smell. When you remove the case cover, you notice a distended capacitor. What can you do to fix this problem?

- Replace the capacitor.
- Replace the CMOS battery.
- Replace the power supply.
- Replace the motherboard.

Correct. A distended capacitor is one that has failed and has bulged beyond its normal size. Some also leak a brownish-red electrolyte residue. This is a catastrophic failure on the motherboard. The best way to fix this problem is to replace the motherboard.

Question 5**5 / 5 pts**

Which of the following method is not typically used to keep a computer system cool?

- CPU fans
- Case fans
- Liquid cooling systems
- Heat sinks
- Keeping the case open

Correct. Keeping the case open is not a recommended long-term cooling solution. A closed case with fans placed in the proper location improves airflow to draw heat away from the system.

Question 6**5 / 5 pts**

Sara is having a tough time finding the cause of a problem on a computer she is troubleshooting. She found a possible problem but is not sure if she is correct. In case she is wrong, Sara does not want to test her theory, because doing so might worsen the problem.

What would you advise Sara to do?

- Research the problem on the Internet.

Correct. Sara should research the problem until she is sure of her theory. If she thinks it might cause a different problem, she must talk to the customer before testing her theory.

- Test her theory.
- Take a guess about what the problem might be.
- Tell her customer she can't fix the problem.

Question 7

5 / 5 pts

Abdel, an electrician, does not know much about computers so he orders a custom computer with a 1000 W power supply. However, the maximum wattage the system needs is 500 W.

Which of the following statements are true? Select two.



Too much extra power will be drawn potentially creating an electrical hazard.



The 1000 W power supply will last longer than, for example, a 750 W power supply.

Correct. A 1000 W power supply operating at 500 W will last longer because the load is only 50% of its capacity so it is not stressed. It will also run cooler.



The power supply will run hotter than if using, for example, a 750 W power supply.



The computer will run hotter than if using, for example, a 750 W power supply.



The power supply will only deliver up to 500 W of power and operate very efficiently.

Correct. The power supply will only deliver as much power as is being requested so it will only deliver 500 W of power in a very efficient manner.

Question 8

5 / 5 pts

Lin is booting up his computer. Sometimes during the boot process, the computer will shut down, but more often than not it will reboot on its own or simply freeze. He thinks the problem could be due to an intermittent undervoltage problem with the power supply, so he uses a power supply tester. The test shows that the power supply is functioning properly. What should Lin check next in the troubleshooting process?

Processor

Motherboard

RAM

Correct. RAM is the simplest thing Lin can check in this troubleshooting process. To reseat RAM, Lin pulls outward on the supporting arms that secures the memory module in the DIMM slot, removes the memory, and reseats it. He pushes down gently but firmly on both ends of the memory stick until the supporting arms latch it in place. Faulty RAM will typically not cause the computer to shutdown but troubleshooting this component can at least rule it out as being the problem.

Hard drive**Question 9****5 / 5 pts**

When you turn on your computer for the day, you notice lights and fans but no beeps and no video. The Num Lock light does not come on.

What might be the problem with your computer? (Select all that apply.)

 Motherboard has failed.

Correct. The fact that the computer is not running POST could indicate that the motherboard has gone bad. For a computer to run POST, you need a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You need to test each component to determine which one is not working properly.

 Video is not working properly. Processor has failed or is not seated properly.

Correct. The fact that the computer is not running POST could indicate that the processor failed or is not seated properly. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to determine which one is not working properly.

 Power supply is not working properly.

- RAM is not working properly.

Correct. If all the RAM has failed, then POST will not run on your computer. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to see which one is not working properly.

Incorrect

Question 10

0 / 5 pts

Heather needs to fix a computer at her worksite. At which step in the troubleshooting process is she most likely to attempt to reproduce the problem.

- Examining the System and Making Your Best Guess
- Test the theory to determine a cause.
- Verify the fix and taking preventive action.
- Interview the user and back up data.

Incorrect. Interviewing the user and backing up data is the first step in the best practice methodologies for resolving problems.

Question 11

5 / 5 pts

Rebecca completed work on a computer and is verifying the functionality of the system when she finds a new problem. This problem is not urgent and can be easily fixed. The policy at Rebecca's company is that all problems need to be reported and given a priority code before they can be assigned to someone.

What should Rebecca do about this new problem?

- Report the new problem.
- Troubleshoot the new problem.
- Ignore the new problem.
- Determine whether fixing the first problem caused the second problem.

Correct. Rebecca needs to determine whether fixing the original problem caused the new problem before she can proceed. Rebecca should reexamine the system and make a best guess relative as to the source of the new problem.

Incorrect

Question 12

0 / 5 pts

You are troubleshooting a serious issue for a friend because their computer does not boot up properly.

What method should be employed to ensure the user's data is protected?

- Use a professional data recovery service to copy the data to another storage media.
- Use Windows Explorer to copy the data to another storage media on the local system.

Incorrect. Since the local system has issues booting up, you would not use it to try to back up the data.



Connect the drive to another computer and copy the data to another storage media.



Ask the user if they backed up the data. If they say yes, you can proceed with caution.

Question 13

5 / 5 pts

James added a new video card and needs to get a power supply that will have enough power to run the new card.

When researching the new power supply, what feature does James need to look for to make sure he has enough power to run his computer with the new video card?

Form factor

Wattage

Correct. Wattage is the amount of power or total output under maximum load. Video cards draw the most power in a system, and it is important to pay attention to the +12V rating.

Dual voltage option

80 Plus Gold rating

Question 14

5 / 5 pts

Your customer wants to build a new computer and needs to make sure he

orders the correct power supply for his machine.

What should you tell him to check to make sure he orders the correct power supply? (Select all that apply.)

-
- Wattage requirements

Correct. Wattage requirements are the total amount of wattage or power needed based on the number of devices connected to the system. If the customer doesn't have enough wattage for his computer, the computer will not turn on. Additionally, if he has a power supply with too much wattage, he will have spent extra money unnecessarily. The power supply should be capable of delivering at least 30% more wattage (power) than the maximum power the system is capable of drawing.

-
- RAM requirements

-
- Type of cooling

-
- Form factor

Correct. Because the customer must be able to mount the power supply to the case, form factor is an important consideration. If he purchases the wrong form factor, the power supply will not fit, and he will have to return the power supply and purchase the correct form factor.

-
- Number of hard drives

Correct. The customer will need to make sure he has a SATA power connector for each hard drive, from the power supply. If he doesn't have enough SATA power connections, he will not be able to install all the hard drives that he plans to use in his computer.

-
- Video requirements

Correct. If he is ordering a video card, he will need to make sure he has the power connector required for the video card. He will need either a 6-pin or an 8-pin video card power connector. There is also a possibility that he will need two 6-pin connectors. If he decides to install multiple video cards, he will need a sufficient number of 6-pin or 8-pin power connectors for each video card power connector.

Question 15

5 / 5 pts

A system has been having intermittent problems. Miya decides to measure the output voltage of the power supply. The voltage exceeds the expected value by an unreasonable amount.

What is the most likely consequence?

- The system will overheat causing a shutdown.
- The processor will be overclocked excessively.
- None, devices only draw the power they need.
- Excessive voltage will damage the motherboard.

Correct. A power supply that actively delivers too much power due to an excessive voltage output will damage the motherboard.

Incorrect

Question 16

0 / 5 pts

You bought a new computer with two case fans that constantly run a little loud.

However, right out of the box, you notice the system is exhibiting intermittent problems. You go into the BIOS and observe the CPU temperature is 100 degrees Fahrenheit (38 degrees Celsius). Which of the following best describes the thought process you should employ in your troubleshooting efforts?



Consider removing the heat sink from the CPU and properly reapplying the thermal paste.



Consider whether the case fans are working properly, and if the system air flow is adequate.

Incorrect. Since the computer has two case fans, one is likely used to draw air into the case, and the other is used to draw air out of the case for increased air flow. Since the fans constantly run a little loud, this implies they are running all the time so your time will be better spent not troubleshooting air flow issues.



Consider using a can of compressed air to blow clean the inside of the case and components.



Consider troubleshooting issues and possibilities that are not necessarily related to cooling.

Question 17

5 / 5 pts

George is involved with a project at work. Over the last few weeks, he has noticed a gradual but significant degradation in performance when running his AutoCAD program. He calls the technician and asks him to check his computer. The technician tells George to reboot the computer and asks George how much RAM was detected. The amount of RAM reported is exactly as expected.

What hardware could be causing this problem? Select two.

RAM

Correct. The most common cause of RAM not being detected is a memory module that is not seated properly. The technician should reseat all the RAM and see if that fixes the problem. If not, then he should check each RAM module individually by placing only one module in a RAM slot and restarting the system to see if a particular RAM module has gone bad.

Processor

Motherboard

Correct. The motherboard DIMM slot could also be causing this problem. The best way to determine whether the motherboard is the problem is to remove and replace all the RAM, one module at a time. This process tests each slot to see whether a particular memory slot is the issue.

Video card

CMOS battery

Question 18

5 / 5 pts

Thomas came into work this morning and turned on his computer but nothing happened. He immediately called the help desk, and you were sent to fix his computer. While talking with Thomas about his computer, you find out that when he turns on the computer, he has lights and fans, but nothing else happens. He also tells you that the four memory modules were recently upgraded. Besides the memory, nothing else has been added or changed. You decide to try to re-create the problem, and when you turn on the computer, there are lights and fans, but no beeps and no video. You notice that the

keyboard light does not come on.

What can you determine about the problem with Thomas's computer? (Select all that apply.)

- Motherboard has failed.

Correct. A scenario in which the computer is not running POST could indicate that the motherboard has gone bad. Failure of the motherboard will be indicated by no beep code, no video, and no Num Lock light on the keyboard.

- Video card is not working properly.

- Processor has gone bad or is not seated properly.

Correct. The computer needs a processor to run POST. If the processor can't execute the instructions to run POST, then lights and fans will run, but there will be no video or POST error beep codes.

- Power supply is not working properly.

- One of the four memory modules is loose.

Question 19

5 / 5 pts

Gwen recently purchased a new video card, and after she installed it, she realized she did not have the correct connections and was not able to power the video card.

What connector(s) should Gwen look for when purchasing a new power supply? (Select all that apply.)

- 8-pin PCI-E connector

Correct. The 8-pin PCI-E connector is for a graphics card.

- Molex connector

- 24 pin connector

- SATA connector

- P4 MB connector

- 6-pin PCI-E connector

Correct. The 6-pin PCI-E connector is for a graphics card.

Question 20

5 / 5 pts

Li, a helpdesk technician, is troubleshooting a system. Based on experience, Li has narrowed down the problem and believes it is related to either the motherboard, processor, or RAM.

Which symptoms would have allowed Li to narrow down the problem? Select three.

- The system reports less memory than is installed.

Correct. When the system reports less memory than is installed it could indicate faulty RAM or RAM that is not properly seated.

Ensure all memory modules are properly seated, use the Memory Diagnostic Tool, and/or replace all memory modules as needed.

- An error message says there is no operating system.

- The system begins to boot but then powers down.

Correct. This could be due to overheating. Ensure all fans are operational, particularly the CPU fan. If the problem persists, try applying fresh thermal paste.

- An error message is displayed while booting.

Correct. Error messages displayed during the boot cycle should be investigated. Search online for information about the error message. Pay special attention to results that relate to the motherboard or processor.

- A loud whining noise as the system is booting.

Quiz Score: **85** out of 100

M04 Chapter 5 Review Results for Andrew Schmidt

Score for this attempt: **87.5** out of 100

Submitted Sep 13 at 7:13pm

This attempt took 19 minutes.

Question 1	5 / 5 pts

Dumas, who has excellent mechanical aptitude, owns a computer with two hard drives. One drive is used for the operating system and the other drive is used for his personal files. He decides to install a third disk in a RAID 1 configuration to protect the disk with his files against data loss. He is not too concerned about data loss on the disk with the operating system because he could easily reinstall the OS, so that disk is not included in the RAID configuration. When he is done, he powers up his computer, no error messages are displayed, yet he is distraught because all his data is lost. Why would this happen?



The new drive was smaller than the original drive so the data from the original did not fit.



Since the new drive had no data, and RAID 1 mirrors data, it erased the data on the original.



The RAID expansion card is not seated properly so the RAID drives are not being detected.

Correct!



He didn't back up his data. When RAID is configured all data on participating drives is lost.

Correct. Before setting up a RAID 5 configuration, make sure any data is backed up as the configuration destroys all data on all drives added to the RAID configuration.

Question 2

2.5 / 5 pts

Juridia buys new a 16 GB flash drive, she takes it out of the package, and tries to copy an 8 GB file to it. However, the operation fails with an error message indicating the file is too large. Which of the following statements are most

likely to be true? Select two.

Correct!



The flash drive needs to be reformatted with the NTFS or exFAT file system.

Correct. It is likely the flash drive was formatted with the FAT32 file system from the factory which supports files up to 4 GB in size. Formatting it using the NTFS or exFAT file system will remove the limitation. If you need to format a flash drive that has user data, make sure you back up the data first.

You Answered



The flash drive was shipped from the factory without low-level formatting.

Incorrect. It is very unlikely a flash drive will be shipped from the factory without a file system.



The flash drive was shipped from the factory with files that need to be deleted.



The flash drive is not working properly and needs to be replaced with a new one.

Correct!



The flash drive has the FAT32 file system, which supports files up to 4 GB in size.

Correct. If the flash drive has the FAT32 file system, it will only support files up to 4 GB in size. Reformatting the flash drive using the NTFS or exFAT file system will eliminate this restriction.

Question 3

5 / 5 pts

Johan is a hard drive performance engineer working at a major storage device manufacturer. He needs to measure, record, and analyze the throughput, IOPS, and the latency of the different models of drives the company produces. What is the difference between these three parameters? Select three.



Latency measures the amount of read write operations performed in one second.

Correct!

Latency measures the time required to process a data request or a transaction.

Correct. Latency measures the time required to process a data request or a transaction. The lower the latency the better the performance.

Correct!

IOPS measures the number of read or write operations performed in one second.

Correct. IOPS measures the number of read or write operations performed in one second. A higher IOPS indicates better performance.



IOPS is the amount of data flow through a point in the data path in one second.



Throughput measures the time required to process a data request or a transaction.

Correct!

Throughput is the amount of data flow through a point in the data path in one second.

Correct. Throughput is the amount of data flow through a point in the data path in one second. A higher throughput value means better performance.

Question 4**5 / 5 pts**

Devon would like to install a new hard drive on his computer. Because he does not have a SATA port available on his motherboard, he has decided to purchase a NVME SSD hard drive.

How can Devon attach a NVME device to his computer? (Select all that apply.)

Correct!

- PCIe expansion card

Correct. NVME (non-volatile memory express) storage accelerates the transfer of data using the PCI Express bus. Devon can add a PCIe 4x expansion card to add the NVME drive.

Correct!

- U.2 port on the motherboard

Correct. If an U.2 slot is provided on the motherboard, you can add the NVME drive. This U.2 slot uses a cable and has an enclosure that protects the hard drive. U.2 devices are also hot swappable.

Correct!

- M.2 slot on the motherboard

Correct. An M.2 port might also be used to connect the NVME drive. M.2 hard drives do not generally have an enclosure to protect the drive. They connect directly to the motherboard via a slot or hardware connector. M.2 is not hot swappable.

- Internal USB connection

Question 5**5 / 5 pts**

This morning when Paul turned on his computer at work, it would not boot. Instead, Paul reported that he heard a loud clicking noise coming from inside his computer.

What might be the problem with Paul's computer?

Correct!

- Magnetic hard drive failed.

Correct. Inside the hard drive are moving read/write heads and rotating platters; if they fail, they sometimes emit a loud clicking noise. This noise indicates that the hard drive is the problem.

- SSD hard drive failed.
 DVD drive failed.
 Video card failed.

Question 6

5 / 5 pts

You and a friend decide to watch a movie on your computer. The movie is saved on a second hard drive on your system. When you are ready to watch the movie, you can't find it on your computer. You try to locate the second hard drive, and it is no longer listed in Windows.

What might be the problem with the movie and the hard drive?

- Video player app crashed.
 Hard drive has crashed.

Correct!

Correct. Unfortunately, the movie and everything else on the drive appears to be missing. You can troubleshoot the hard drive system to see if you can repair the system.

- Movie has been deleted.
- Video card has crashed.

Question 7

5 / 5 pts

Godiva's computer is having issues booting up. She troubleshoots and her best guess is that the BCD is corrupt.

In her endeavor to plan a solution and implement it, what command should she include?

- chkdsk
- diskpart
- dfregui
- bootrec

Correct. The bootrec command is used to rebuild the BCD or Boot Configuration Data that holds the parameters Windows needs for a successful boot.

Question 8

5 / 5 pts

You work for a supplier that provides technology products to a variety of industries. One of your partners calls you and indicates they need to buy 10 computers that will run an application that requires writing to the hard drive at 3.5 Gb/sec.

What standard should the SATA connector on the motherboard support?

SATA Revision 1.x

SATA Revision 2.x

SATA Revision 3.x

Correct. SATA Revision 3.x is rated at 6 Gb/sec.

SATA Revision 3.2

Question 9

5 / 5 pts

Your computer has three drives in a RAID 5 configuration. One of the drives fails so you replace it right away. Immediately upon replacing the drive you notice that the overall performance seems to have been degraded. You research the issue and conclude that this is the expected behavior. How can you rationalize this behavior?

You can't rationalize this behavior. It is a false statement.
Performance should not be degraded.

It takes time to rebuild the data on the new drive. During this time performance is degraded.

Correct!

Correct. When a drive in a RAID 5 configuration is replaced, the data is rebuilt using the data on the other two drives. For example, if the data you need was originally on the replaced drive, that data will not be available until it is rebuilt. This takes time. Even if no read activity is taking place, the drives are still active reconstructing the lost data on the replacement drive. The lost data includes both, actual user data and parity data. Once the data has been rebuilt, performance is restored.



When a RAID 5 drive fails, the data is temporarily written to pagefile.sys which is slower than RAID 5.



The new drive was not detected so the system continues to use RAID 5, but in a degraded mode.

Question 10

5 / 5 pts

Cirrus was hired to start a multimedia group at a major corporation. He has been asked to buy high-end equipment to ensure it will not be obsolete in three or four years. He buys a video camera capable of recording 8 MB/sec. What type of SD memory card should he use in the camera?

C6

C10

V6

V10

Correct. SD memory cards with a Video Speed Class V10 designation are appropriate for video cameras; they have a minimum write speed of 10 MB/sec.

Correct!

Question 11**5 / 5 pts**

Your computer has recently started to generate a few S.M.A.R.T messages. What is the most favorable thing you could do?

- Disable S.M.A.R.T in UEFI/BIOS
- Replace the CD/DVD recorder
- Delete files to create more space
- Backup your data immediately

Correct. S.M.A.R.T. (self-monitoring, analysis, and reporting technology) is used to predict when a hard drive is likely to fail. Backup your data and replace the drive.

Question 12**5 / 5 pts**

You have a computer that is running low on storage, so you decide to install a second hard drive to store your files. You would like to partition the drive you just installed and end up with two volumes. In addition, you want to keep the original hard drive intact, which is where the Windows operating system resides.

What process would allow you to meet your objective?

-

Boot from the Windows setup DVD or USB to prepare the new drive.

Correct!

Boot Windows and use Disk Management to prepare the new drive.

Correct. If you are installing a second hard drive in a system that already has Windows installed on it, you should boot Windows and use Disk Management to prepare the new drive. You could use the Windows Disk Management utility to partition drives, create volumes, and group hard drives into a RAID array.



Use the BIOS/UEFI setup screen to partition and format the new drive.



Ensure the new drive is identical to the drive containing the Windows OS.

Question 13

0 / 5 pts

Andre lost important data and wants to ensure it doesn't happen again. However, he has a limited budget and doesn't want to spend too much money implementing an expensive fault-tolerant solution.

What type of RAID configuration would you recommend?

RAID 0

RAID 1

RAID 5

RAID 10

Correct Answer**You Answered**

Incorrect. RAID 10 is a combination of RAID 1 and RAID 0 but requires at least 4 disks.

Question 14

5 / 5 pts

You are installing a new hard drive in a system in which the hard drive will run at 6.0 Gbps.

What can you use to determine whether the SATA port number into which you are connecting the drive will also run at 6.0 Gbps?

Hard drive driver.

Motherboard manual.

Correct. The motherboard documentation will indicate the standard for each SATA connection on the motherboard. You will find the documentation online at the manufacturer's website.

All ports are standard.

UEFI/BIOS will provide the standard.

Question 15

5 / 5 pts

Explain the difference between RAID 0, RAID 1, and RAID 5. Select two.



All three flavors of RAID need at least two disks for proper implementation.



RAID 1 has the capability of rebuilding lost using the data stored on the parity disk.

Correct!



All three flavors of RAID could be implemented using hardware or software RAID.

Correct. RAID 0, RAID 1, and RAID 5 could all be implemented using hardware or software RAID. However, Microsoft does not recommend software RAID because it is unstable.

Correct!



RAID 0 stripes data across disks, RAID 1 mirrors data, and RAID 5 uses parity.

Correct. RAID 0 stripes data across two or more disks. RAID 1 mirrors the data from one disk to two or more disks. RAID 5, stripes data across all three disks by placing user data on two disks and parity data on the third disk. RAID 5 performs a mathematical operation using the two blocks of user data, and placing the result, on the parity disk. The placement of parity data is rotated between all three disks to distribute the load between participating disks in the RAID 5 configuration.



All three RAID configurations support fault tolerance and can prevent data loss.

Question 16

5 / 5 pts

While working on your computer, you receive the POST error, "Drive Not Recognized." You check your SATA cable to see if it is the problem, and it tests fine. You remove the hard drive and test it in a computer system known to be in good working condition and find that the hard drive is working. You can

move data and check to make sure the OS files are not corrupt. You use a power supply tester to see if the voltage for the SATA power connection is correct, and the test shows the power is correct. You even check BIOS to make sure the hard drive can be recognized and find that all settings in BIOS are at default, so the system should recognize the hard drive.

What might be the problem with your hard drive system?

- Hard drive jumpers are in wrong place.
- UEFI has the wrong hard drive type.
- Computer virus has deleted your MBR.
- Motherboard SATA port has gone bad.

Correct. The motherboard SATA port has failed. If you connect the drive to a different SATA port on the motherboard, the computer will boot provided the other port is fine.

Question 17

5 / 5 pts

You recently installed a new RAID controller card in a PCIe expansion slot on your computer. After setting up the controller, you transfer data from the backup you created over to the computer. When you finish the setup, you turn the computer off and return it to its normal location. When you turn the computer on, you immediately receive the error message, "RAID not found."

What might be the problem?

- Power supply could not support the RAID controller.
- Motherboard could not support the RAID controller.

Correct!

- Expansion card failed or became unseated.

Correct. You should always be careful when moving a computer. If you moved the computer around too vigorously, a device may have become unseated.

- Hard drives in the RAID have failed.

Question 18**0 / 5 pts**

Dr. Everest, a professor at a university, is using custom software to visually demonstrate to his class the different techniques SSDs implement to help improve performance and reliability. Specifically, how the logical block addressing on a solid-state drive does not always address the same physical blocks, to distribute write operations more evenly.

What should Dr. Everest call this specific portion of his presentation?

Correct Answer

- Wear leveling
 SMART
 Trimming
 Data migration

You Answered

- Magnetic defragmentation

Incorrect. Defragmenting a magnetic hard drive can help improve performance. Windows automatically defragments a magnetic drive, rearranging fragments, or parts of a file, in contiguous clusters.

Question 19**5 / 5 pts**

Terry came into work and turned on his computer. During the boot process, the computer shut down. When he tried again, the computer showed the error message, OS not found. Terry called the help desk and explained the computer issue. The help desk technician goes to Terry's office and verifies the problem. What are some things the help desk technician could check or try? Select three.

Correct!

- SATA cable connection

Correct. Verify both ends of the SATA power and data cables are properly connected.

- CMOS battery

- Properly seated RAM

- P1 power connection

Correct!

- Device boot order

Correct. It is possible the user inserted a USB flash drive, and the computer is trying to boot from this device. Check the device boot sequence in the BIOS so that the device with the operating system is the first device listed. Alternatively, remove the USB flash drive and reboot the computer.

Correct!

- Use Window Startup Repair

Correct. Maybe the operating system is corrupt. If all else fails, use Windows Startup Repair to try to fix the installation of Windows.

Question 20**5 / 5 pts**

Lucas works at a small production company that receives contracts to perform high-end video editing and rendering. He needs to buy systems with the ability to write 30 Gb/sec to a storage medium. What standard should the systems support?

- eSATA
- SATA 3.x
- SATA Express
- NVMe Express

Correct!

Correct. NVMe is faster than the others. It uses four lanes (PCIe x 4) at 8 Gb/sec per lane for a total transfer rate of 32 Gb/sec.

Quiz Score: 87.5 out of 100

M04 Chapter 5 Review Results for Andrew Schmidt



Score for this attempt: **53.33** out of 100

Submitted Sep 13 at 3:38pm

This attempt took 17 minutes.

Partial

Question 1

3.33 / 5 pts

Devon would like to install a new hard drive on his computer. Because he does not have a SATA port available on his motherboard, he has decided to purchase a NVME SSD hard drive.

How can Devon attach a NVME device to his computer? (Select all that apply.)

PCIe expansion card

Correct. NVME (non-volatile memory express) storage accelerates the transfer of data using the PCI Express bus. Devon can add a PCIe 4x expansion card to add the NVME drive.

U.2 port on the motherboard

Correct. If an U.2 slot is provided on the motherboard, you can add the NVME drive. This U.2 slot uses a cable and has an enclosure that protects the hard drive. U.2 devices are also hot swappable.

M.2 slot on the motherboard

Correct. An M.2 port might also be used to connect the NVME drive. M.2 hard drives do not generally have an enclosure to protect the drive. They connect directly to the motherboard via a slot or hardware connector. M.2 is not hot swappable.

Internal USB connection

Incorrect. While the NVME uses the PCI-E bus to transfer data, it is not able to connect to an internal USB port.

Incorrect

Question 2

0 / 5 pts

Your computer has three drives in a RAID 5 configuration. One of the drives fails so you replace it right away. Immediately upon replacing the drive you notice that the overall performance seems to have been degraded. You research the issue and conclude that this is the expected behavior. How can you rationalize this behavior?



You can't rationalize this behavior. It is a false statement.
Performance should not be degraded.



It takes time to rebuild the data on the new drive. During this time performance is degraded.



When a RAID 5 drive fails, the data is temporarily written to pagefile.sys which is slower than RAID 5.



The new drive was not detected so the system continues to use RAID 5, but in a degraded mode.

Incorrect. If the drive was not detected, a message would have been issued alerting the user. However, the question does not state that a message was generated.

Question 3

5 / 5 pts

Sharon believes the computer she is troubleshooting is having problems with the hard drive. She wants to test her theory and finds an older, known, good, SATA drive in the spare parts bin but notices the gold conductors in the SATA power connector are very distressed. Sharon also realizes that the spare drive also has a 4-pin power connector.

What type of power connector will Sharon need to supply power to the hard drive?

- 4-pin P1 connector
- 4-pin Aux connector
- 4-pin Molex connector

Correct. A 4-pin Molex connector is a power connector for hard drives; and many power supplies still use this connection for power.

- 4-pin 12 V connector

Question 4

5 / 5 pts

Cirrus was hired to start a multimedia group at a major corporation. He has been asked to buy high-end equipment to ensure it will not be obsolete in three or four years. He buys a video camera capable of recording 8 MB/sec. What type of SD memory card should he use in the camera?

- C6
- C10

V6 V10

Correct. SD memory cards with a Video Speed Class V10 designation are appropriate for video cameras; they have a minimum write speed of 10 MB/sec.

Question 5

5 / 5 pts

Keion works as a freelancer creating websites and designing logos for clients. He recently had a hard drive failure and lost work for a client, and he would like to prevent the same type of problem from happening again. Keion does not want to rely on a backup but would like a way to ensure that his data is safe on his computer. You recommend that he create a RAID array that will provide fault tolerance and not suffer data loss if one drive fails.

What RAID configuration should you recommend to Keion?

 RAID 0 RAID 1

Correct. RAID 1 can be configured to duplicate data to one or more additional drives.

 RAID 5 RAID 10

Question 6**5 / 5 pts**

While working on your computer, you receive the POST error, "Drive Not Recognized." You check your SATA cable to see if it is the problem, and it tests fine. You remove the hard drive and test it in a computer system known to be in good working condition and find that the hard drive is working. You can move data and check to make sure the OS files are not corrupt. You use a power supply tester to see if the voltage for the SATA power connection is correct, and the test shows the power is correct. You even check BIOS to make sure the hard drive can be recognized and find that all settings in BIOS are at default, so the system should recognize the hard drive.

What might be the problem with your hard drive system?

- Hard drive jumpers are in wrong place.
- UEFI has the wrong hard drive type.
- Computer virus has deleted your MBR.
- Motherboard SATA port has gone bad.

Correct. The motherboard SATA port has failed. If you connect the drive to a different SATA port on the motherboard, the computer will boot provided the other port is fine.

Question 7**5 / 5 pts**

This morning when Paul turned on his computer at work, it would not boot. Instead, Paul reported that he heard a loud clicking noise coming from inside his computer.

What might be the problem with Paul's computer?

- Magnetic hard drive failed.

Correct. Inside the hard drive are moving read/write heads and rotating platters; if they fail, they sometimes emit a loud clicking noise. This noise indicates that the hard drive is the problem.

- SSD hard drive failed.
- DVD drive failed.
- Video card failed.

Question 8**5 / 5 pts**

Godiva's computer is having issues booting up. She troubleshoots and her best guess is that the BCD is corrupt.

In her endeavor to plan a solution and implement it, what command should she include?

chkdsk

diskpart

dfrgui

bootrec

Correct. The bootrec command is used to rebuild the BCD or Boot Configuration Data that holds the parameters Windows needs for a successful boot.

Incorrect

Question 9

0 / 5 pts

You have a desktop system with a 2.5 inch 500 GB SSD and a laptop with a 200 GB SSD. You want to replace the 500 GB SSD on the desktop with a larger SSD and use the 500 GB SSD in the laptop. All data has been backed up. What factors do you need to consider?

An SSD with a form factor that fits a desktop will not fit in a laptop because they are different.

Incorrect. All 2.5 inch SSDs can be used in a desktop as well as in a laptop. In addition, the laptop is already using an SSD, so no modifications or additional external devices are needed or required to secure the SSD in the laptop.



You need to buy a desktop to laptop disk caddy to successfully install the SSD in the laptop.



You can simply proceed to install the SSD from the desktop laptop directly in the laptop.



The power and data interfaces are different on a laptop, so you need a special cable adapter.

Incorrect

Question 10

0 / 5 pts

Andre lost important data and wants to ensure it doesn't happen again. However, he has a limited budget and doesn't want to spend too much money implementing an expensive fault-tolerant solution.

What type of RAID configuration would you recommend?



Incorrect. RAID 0 uses two or more physical disks to increase the disk space available for a single volume. RAID 0 writes to the disks evenly across both disks but does not provide fault tolerance.



- RAID 10

Incorrect**Question 11****0 / 5 pts**

You buy a new hard disk drive and install the Linux operating system. You later decide you prefer the Windows operating system so you install it instead. Before you installed either one of the two operating systems, the hard drive had sector markings that allowed you to install the operating system of your choice. What facilitated this capability?

- Partitioning
- High-level formatting
- Sector provisioning

Incorrect. Sector provisioning does not write sector markings to a hard drive.

- Low-level formatting
- Boot sector

Question 12**5 / 5 pts**

You have a computer that is running low on storage, so you decide to install a second hard drive to store your files. You would like to partition the drive you just installed and end up with two volumes. In addition, you want to keep the original hard drive intact, which is where the Windows operating system resides.

What process would allow you to meet your objective?



Boot from the Windows setup DVD or USB to prepare the new drive.



Boot Windows and use Disk Management to prepare the new drive.

Correct. If you are installing a second hard drive in a system that already has Windows installed on it, you should boot Windows and use Disk Management to prepare the new drive. You could use the Windows Disk Management utility to partition drives, create volumes, and group hard drives into a RAID array.



Use the BIOS/UEFI setup screen to partition and format the new drive.



Ensure the new drive is identical to the drive containing the Windows OS.

Incorrect

Question 13

0 / 5 pts

Terry came into work and turned on his computer. During the boot process, the computer shut down. When he tried again, the computer showed the error message, OS not found. Terry called the help desk and explained the computer issue. The help desk technician goes to Terry's office and verifies the problem. What are some things the help desk technician could check or try? Select three.



SATA cable connection

Correct. Verify both ends of the SATA power and data cables are properly connected.

- CMOS battery

Incorrect. The CMOS battery would give indication that the setting is in BIOS. If you suspect the CMOS battery check the time and date in UEFI.

- Properly seated RAM

Incorrect. The RAM count during POST would give the indication that RAM is not seated properly, or the system would issue a message indicating the amount of RAM had changed. If one or more RAM modules were not properly seated, the system would not issue an error indicating the OS was not found.

- P1 power connection

Incorrect. The P1 power connector provides power to the motherboard. If the P1 connection is loose, the computer will not power on.

- Device boot order

Correct. It is possible the user inserted a USB flash drive, and the computer is trying to boot from this device. Check the device boot sequence in the BIOS so that the device with the operating system is the first device listed. Alternatively, remove the USB flash drive and reboot the computer.

- Use Window Startup Repair

Correct. Maybe the operating system is corrupt. If all else fails, use Windows Startup Repair to try to fix the installation of Windows.

Question 14**5 / 5 pts**

You recently installed a new RAID controller card in a PCIe expansion slot on your computer. After setting up the controller, you transfer data from the backup you created over to the computer. When you finish the setup, you turn the computer off and return it to its normal location. When you turn the computer on, you immediately receive the error message, "RAID not found."

What might be the problem?

- Power supply could not support the RAID controller.
- Motherboard could not support the RAID controller.
- Expansion card failed or became unseated.

Correct. You should always be careful when moving a computer. If you moved the computer around too vigorously, a device may have become unseated.

- Hard drives in the RAID have failed.

Incorrect**Question 15****0 / 5 pts**

Explain the difference between RAID 0, RAID 1, and RAID 5. Select two.



- All three flavors of RAID need at least two disks for proper implementation.

Incorrect. RAID 0 and RAID 1 can be implemented with at least two disks. RAID 5 needs at least three disks.



RAID 1 has the capability of rebuilding lost using the data stored on the parity disk.

Incorrect. RAID 1 does not use parity. In a two-disk implementation, it mirrors the entire contents of one disk on the other. If one disk fails and it is replaced, the data is rebuilt by copying the data from the good disk.



All three flavors of RAID could be implemented using hardware or software RAID.

Correct. RAID 0, RAID 1, and RAID 5 could all be implemented using hardware or software RAID. However, Microsoft does not recommend software RAID because it is unstable.



RAID 0 stripes data across disks, RAID 1 mirrors data, and RAID 5 uses parity.

Correct. RAID 0 stripes data across two or more disks. RAID 1 mirrors the data from one disk to two or more disks. RAID 5, stripes data across all three disks by placing user data on two disks and parity data on the third disk. RAID 5 performs a mathematical operation using the two blocks of user data, and placing the result, on the parity disk. The placement of parity data is rotated between all three disks to distribute the load between participating disks in the RAID 5 configuration.



All three RAID configurations support fault tolerance and can prevent data loss.

Incorrect. RAID 0 does not provide fault tolerance. If one drive is lost, none of the data can be recovered. The data in a RAID 1 configuration with two disks, and RAID 5 with three disks, can survive the failure of one drive without the loss of data.

Question 16

5 / 5 pts

You and a friend decide to watch a movie on your computer. The movie is saved on a second hard drive on your system. When you are ready to watch the movie, you can't find it on your computer. You try to locate the second hard drive, and it is no longer listed in Windows.

What might be the problem with the movie and the hard drive?

- Video player app crashed.
- Hard drive has crashed.

Correct. Unfortunately, the movie and everything else on the drive appears to be missing. You can troubleshoot the hard drive system to see if you can repair the system.

- Movie has been deleted.
- Video card has crashed.

Incorrect

Question 17

0 / 5 pts

Johan is a hard drive performance engineer working at a major storage device manufacturer. He needs to measure, record, and analyze the throughput, IOPS,

and the latency of the different models of drives the company produces. What is the difference between these three parameters? Select three.



Latency measures the amount of read write operations performed in one second.

Incorrect. Latency measures the time required to process a data request or a transaction. The lower the latency the better the performance.



Latency measures the time required to process a data request or a transaction.

Correct. Latency measures the time required to process a data request or a transaction. The lower the latency the better the performance.



IOPS measures the number of read or write operations performed in one second.

Correct. IOPS measures the number of read or write operations performed in one second. A higher IOPS indicates better performance.



IOPS is the amount of data flow through a point in the data path in one second.

Incorrect. IOPS measures the number of read or write operations performed in one second. A higher IOPS indicates better performance.



Throughput measures the time required to process a data request or a transaction.

Incorrect. Throughput is the amount of data flow through a point in the data path in one second. A higher throughput value means better performance.



Throughput is the amount of data flow through a point in the data path in one second.

Correct. Throughput is the amount of data flow through a point in the data path in one second. A higher throughput value means better performance.

Incorrect**Question 18****0 / 5 pts**

Your friend has compiled a moderate collection of movies they have bought over the years. They all reside on a media server they assembled with remote access capabilities. They would like to have a physical copy of each movie on optical media for off-site storage. Most of the movies consume between 60 and 120 GB of storage. What type of optical storage media should they use to back up the movies? Select two.



DVD-RW DL

Incorrect. DVD-RW DL is a dual layer, rewritable DVD with an 8.5 GB storage capacity.



DVD+RW DL

Incorrect. DVD+RW DL is a dual layer, rewritable DVD with an 8.5 GB storage capacity but faster than a DVD-RW DL DVD.



BD-RE DL

Incorrect. BD-RE DL is a dual layer, rewritable Blu-ray disc with a storage capacity of 50 GB.

BD-R TL

Correct. BD-R TL is a triple layer, recordable Blu-ray disc with a storage capacity of 100 GB.

BD-R QL

Correct. BD-R QL BD-R TL is a quad layer, recordable Blu-ray disc with a storage capacity of 120 GB.

Incorrect

Question 19

0 / 5 pts

Dumas, who has excellent mechanical aptitude, owns a computer with two hard drives. One drive is used for the operating system and the other drive is used for his personal files. He decides to install a third disk in a RAID 1 configuration to protect the disk with his files against data loss. He is not too concerned about data loss on the disk with the operating system because he could easily reinstall the OS, so that disk is not included in the RAID configuration. When he is done, he powers up his computer, no error messages are displayed, yet he is distraught because all his data is lost. Why would this happen?



The new drive was smaller than the original drive so the data from the original did not fit.



Since the new drive had no data, and RAID 1 mirrors data, it erased the data on the original.



The RAID expansion card is not seated properly so the RAID drives are not being detected.

Incorrect. The scenario states Dumas has excellent mechanical aptitude to help rule this out as a possibility. However, a RAID error message would have likely been displayed if the card was not seated properly. When RAID is configured all data on the participating devices is lost. If any of the drives contain data, it should be backed up first.



He didn't back up his data. When RAID is configured all data on participating drives is lost.

Question 20

5 / 5 pts

Your computer has recently started to generate a few S.M.A.R.T messages. What is the most favorable thing you could do?

- Disable S.M.A.R.T in UEFI/BIOS
- Replace the CD/DVD recorder
- Delete files to create more space
- Backup your data immediately

Correct. S.M.A.R.T. (self-monitoring, analysis, and reporting technology) is used to predict when a hard drive is likely to fail. Backup your data and replace the drive.

Quiz Score: **53.33** out of 100

M04 Chapter 5 Review Results for Andrew Schmidt



Score for this attempt: **56.67** out of 100

Submitted Sep 13 at 3:58pm

This attempt took 15 minutes.

Question 1

5 / 5 pts

Your friend has compiled a moderate collection of movies they have bought over the years. They all reside on a media server they assembled with remote access capabilities. They would like to have a physical copy of each movie on optical media for off-site storage. Most of the movies consume between 60 and 120 GB of storage. What type of optical storage media should they use to back up the movies? Select two.

DVD-RW DL

DVD+RW DL

BD-RE DL

BD-R TL

Correct. BD-R TL is a triple layer, recordable Blu-ray disc with a storage capacity of 100 GB.

BD-R QL

Correct. BD-R QL BD-R TL is a quad layer, recordable Blu-ray disc with a storage capacity of 120 GB.

Incorrect

Question 2

0 / 5 pts

Dr. Everest, a professor at a university, is using custom software to visually demonstrate to his class the different techniques SSDs implement to help improve performance and reliability. Specifically, how the logical block addressing on a solid-state drive does not always address the same physical blocks, to distribute write operations more evenly.

What should Dr. Everest call this specific portion of his presentation?

Wear leveling

SMART

Trimming

Incorrect. Trimming is the process of moving blocks on solid-state drives to reduce fragmentation.

Data migration

Magnetic defragmentation

Incorrect

Question 3

0 / 5 pts

You buy a new hard disk drive and install the Linux operating system. You later decide you prefer the Windows operating system so you install it instead. Before you installed either one of the two operating systems, the hard drive had sector markings that allowed you to install the operating system of your choice. What facilitated this capability?

- Partitioning
- High-level formatting
- Sector provisioning
- Low-level formatting
- Boot sector

Incorrect. The boot sector is the first sector on a hard drive. It holds the MBR partition table mapping the locations of partitions on the drive.

Question 4**5 / 5 pts**

You are installing a new hard drive in a system in which the hard drive will run at 6.0 Gbps.

What can you use to determine whether the SATA port number into which you are connecting the drive will also run at 6.0 Gbps?

- Hard drive driver.
- Motherboard manual.

Correct. The motherboard documentation will indicate the standard for each SATA connection on the motherboard. You will find the documentation online at the manufacturer's website.

- All ports are standard.
- UEFI/BIOS will provide the standard.

Question 5

5 / 5 pts

Cirrus was hired to start a multimedia group at a major corporation. He has been asked to buy high-end equipment to ensure it will not be obsolete in three or four years. He buys a video camera capable of recording 8 MB/sec. What type of SD memory card should he use in the camera?

- C6
- C10
- V6

V10

Correct. SD memory cards with a Video Speed Class V10 designation are appropriate for video cameras; they have a minimum write speed of 10 MB/sec.

Question 6

5 / 5 pts

You recently installed a new RAID controller card in a PCIe expansion slot on your computer. After setting up the controller, you transfer data from the backup you created over to the computer. When you finish the setup, you turn the computer off and return it to its normal location. When you turn the computer on, you immediately receive the error message, "RAID not found."

What might be the problem?

- Power supply could not support the RAID controller.
- Motherboard could not support the RAID controller.
- Expansion card failed or became unseated.

Correct. You should always be careful when moving a computer. If you moved the computer around too vigorously, a device may have become unseated.

- Hard drives in the RAID have failed.

Question 7

5 / 5 pts

This morning when Paul turned on his computer at work, it would not boot. Instead, Paul reported that he heard a loud clicking noise coming from inside his computer.

What might be the problem with Paul's computer?

- Magnetic hard drive failed.

Correct. Inside the hard drive are moving read/write heads and rotating platters; if they fail, they sometimes emit a loud clicking noise. This noise indicates that the hard drive is the problem.

- SSD hard drive failed.
- DVD drive failed.
- Video card failed.

Question 8

5 / 5 pts

While working on your computer, you receive the POST error, "Drive Not Recognized." You check your SATA cable to see if it is the problem, and it tests fine. You remove the hard drive and test it in a computer system known to be in good working condition and find that the hard drive is working. You can move data and check to make sure the OS files are not corrupt. You use a power supply tester to see if the voltage for the SATA power connection is correct, and the test shows the power is correct. You even check BIOS to make sure the hard drive can be recognized and find that all settings in BIOS are at default, so the system should recognize the hard drive.

What might be the problem with your hard drive system?

- Hard drive jumpers are in wrong place.
- UEFI has the wrong hard drive type.
- Computer virus has deleted your MBR.
- Motherboard SATA port has gone bad.

Correct. The motherboard SATA port has failed. If you connect the drive to a different SATA port on the motherboard, the computer will boot provided the other port is fine.

Incorrect

Question 9

0 / 5 pts

Dumas, who has excellent mechanical aptitude, owns a computer with two hard drives. One drive is used for the operating system and the other drive is used for his personal files. He decides to install a third disk in a RAID 1 configuration to protect the disk with his files against data loss. He is not too concerned about data loss on the disk with the operating system because he could easily reinstall the OS, so that disk is not included in the RAID configuration. When he is done, he powers up his computer, no error messages are displayed, yet he is distraught because all his data is lost. Why would this happen?

- The new drive was smaller than the original drive so the data from the original did not fit.
- Since the new drive had no data, and RAID 1 mirrors data, it erased the data on the original.

Incorrect. The data on drives added to a RAID configuration does not matter. When RAID is configured all the data on participating drives will be lost. If any of the drives contain data, it should be backed up first.



The RAID expansion card is not seated properly so the RAID drives are not being detected.



He didn't back up his data. When RAID is configured all data on participating drives is lost.

Incorrect**Question 10****0 / 5 pts**

You work for a supplier that provides technology products to a variety of industries. One of your partners calls you and indicates they need to buy 10 computers that will run an application that requires writing to the hard drive at 3.5 Gb/sec.

What standard should the SATA connector on the motherboard support?

 SATA Revision 1.x SATA Revision 2.x SATA Revision 3.x SATA Revision 3.2

Incorrect. SATA 3.2 or SATA Express is rated at 16 Gb/sec.

Incorrect

Question 11

0 / 5 pts

Delonte has been using his computer at work every day for two years with no problems. The nature of his work requires him to frequently create and delete test files of different types and sizes. However, he is starting to notice that his computer is slowing down.

What Windows tool can be used to verify Windows is relocating data to help with performance?

- Computer Management
- Defrag and Optimization tool
- Defraggler
- Disk Cleanup

Incorrect. Disk Cleanup is not a tool to rearrange fragments. The Disk Cleanup tool in Windows was used to remove temporary files. In a new hard drive, data is physically written in contiguous sectors. However, over time, when more files are created and deleted, files will be stored in disconnected fragments and potentially decrease performance.

Question 12

5 / 5 pts

Terry came into work and turned on his computer. During the boot process, the computer shut down. When he tried again, the computer showed the error message, OS not found. Terry called the help desk and explained the computer issue. The help desk technician goes to Terry's office and verifies the problem. What are some things the help desk technician could check or try? Select three.

- SATA cable connection

Correct. Verify both ends of the SATA power and data cables are properly connected.

- CMOS battery

- Properly seated RAM

- P1 power connection

- Device boot order

Correct. It is possible the user inserted a USB flash drive, and the computer is trying to boot from this device. Check the device boot sequence in the BIOS so that the device with the operating system is the first device listed. Alternatively, remove the USB flash drive and reboot the computer.

- Use Window Startup Repair

Correct. Maybe the operating system is corrupt. If all else fails, use Windows Startup Repair to try to fix the installation of Windows.

Incorrect

Question 13

0 / 5 pts

Lucas works at a small production company that receives contracts to perform high-end video editing and rendering. He needs to buy systems with the ability to write 30 Gb/sec to a storage medium. What standard should the systems support?

- eSATA

SATA 3.x SATA Express

Incorrect. The speed of SATA Express is about three times faster than SATA 3.0. Few motherboards provide SATA Express slots because it is not as fast as NVMe.

 NVM Express

Question 14

5 / 5 pts

Your computer has three drives in a RAID 5 configuration. One of the drives fails so you replace it right away. Immediately upon replacing the drive you notice that the overall performance seems to have been degraded. You research the issue and conclude that this is the expected behavior. How can you rationalize this behavior?

You can't rationalize this behavior. It is a false statement.
Performance should not be degraded.

It takes time to rebuild the data on the new drive. During this time performance is degraded.

Correct. When a drive in a RAID 5 configuration is replaced, the data is rebuilt using the data on the other two drives. For example, if the data you need was originally on the replaced drive, that data will not be available until it is rebuilt. This takes time. Even if no read activity is taking place, the drives are still active reconstructing the lost data on the replacement drive. The lost data includes both, actual user data and parity data. Once the data has been rebuilt, performance is restored.



When a RAID 5 drive fails, the data is temporarily written to pagefile.sys which is slower than RAID 5.



The new drive was not detected so the system continues to use RAID 5, but in a degraded mode.

Partial

Question 15

1.67 / 5 pts

Devon would like to install a new hard drive on his computer. Because he does not have a SATA port available on his motherboard, he has decided to purchase a NVME SSD hard drive.

How can Devon attach a NVME device to his computer? (Select all that apply.)

 PCIe expansion card U.2 port on the motherboard M.2 slot on the motherboard

Correct. An M.2 port might also be used to connect the NVME drive. M.2 hard drives do not generally have an enclosure to protect the drive. They connect directly to the motherboard via a slot or hardware connector. M.2 is not hot swappable.

 Internal USB connection

Incorrect

Question 16

0 / 5 pts

Which statements are true, relative to RAID 0, and/or why would you implement it? Select two.

- Improves overall disk performance

Correct. RAID 0 writes across 2 or more physical disks evenly so that no disk receives all the activity, resulting in improved performance. RAID 0 improves performance but it does not provide fault-tolerance; if a drive in the RAID 0 configuration fails, data will be lost. To prevent against data loss and increase performance, use RAID 10.

- RAID 0 drives cost less than other RAID drives

Incorrect. RAID 0 is not necessarily less expensive than other RAID drives. The same type of drive can be used to implement various RAID configurations.

- Prevent data loss in case of a drive failure

Incorrect. RAID 0 is a striped volume but does not prevent data loss in case of drive failure. RAID 1 or RAID 5 or RAID 10 can prevent data loss in case of drive failure.

- RAID 0 provides an automatic disk backup

Incorrect. RAID 0 does not provide automatic disk backup. RAID 1 uses mirroring and RAID 5 uses parity to prevent data loss in case of drive failure

- RAID 0 requires at least two drives

Correct. RAID 0 writes across 2 or more physical disks evenly so that no disk receives all the activity, resulting in improved performance. RAID 0 improves performance but it does not provide fault-tolerance; if a drive in the RAID 0 configuration fails, all data will be lost. To prevent against data loss and increase performance, use RAID 10. You could conceivably partition one drive in two and implement RAID 0 in software, but you would not gain any performance improvement or fault tolerance, thus defeating the purpose.

Question 17**5 / 5 pts**

Your computer has recently started to generate a few S.M.A.R.T messages. What is the most favorable thing you could do?

- Disable S.M.A.R.T in UEFI/BIOS
- Replace the CD/DVD recorder
- Delete files to create more space
- Backup your data immediately

Correct. S.M.A.R.T. (self-monitoring, analysis, and reporting technology) is used to predict when a hard drive is likely to fail. Backup your data and replace the drive.

Incorrect**Question 18****0 / 5 pts**

Andre lost important data and wants to ensure it doesn't happen again. However, he has a limited budget and doesn't want to spend too much money

implementing an expensive fault-tolerant solution.

What type of RAID configuration would you recommend?

RAID 0

RAID 1

RAID 5

Incorrect. RAID 5 stripes data and parity information across three or more drives and uses parity for fault tolerance.

RAID 10

Question 19

5 / 5 pts

During routine maintenance on your server, you discover that one of the hard drives on your RAID array is starting to go bad. After you replace the drive and rebuild the data, you run diagnostics on the RAID controller card with no problems, so you believe you fixed the problem. The next morning you arrive at work and discover that the RAID has completely failed. None of the disks are working. Your server is still running because you installed the OS on a non-RAID disk, but all the data is missing, and the server shows that none of your RAID disks are found. What might be the problem with your server? (Select all that apply.)

Motherboard

Correct. Your motherboard may have a problem with the expansion slot that your RAID controller card is attached to. You can try the card in another slot to see if the slot is the problem.

CPU RAM RAID controller

Correct. Even though the diagnostics showed no errors, your card may have failed. This is evident because the entire hard drive on the RAID failed.

 Power supply

Question 20

5 / 5 pts

Sharon believes the computer she is troubleshooting is having problems with the hard drive. She wants to test her theory and finds an older, known, good, SATA drive in the spare parts bin but notices the gold conductors in the SATA power connector are very distressed. Sharon also realizes that the spare drive also has a 4-pin power connector.

What type of power connector will Sharon need to supply power to the hard drive?

 4-pin P1 connector 4-pin Aux connector 4-pin Molex connector

Correct. A 4-pin Molex connector is a power connector for hard drives; and many power supplies still use this connection for power.

 4-pin 12 V connector

Quiz Score: **56.67** out of 100

M05 Chapter 6 Review Results for Andrew Schmidt



Score for this attempt: **86.33** out of 100

Submitted Sep 22 at 5:58pm

This attempt took 45 minutes.

Question 1

5 / 5 pts

Today when Dylan turned on his computer, he noticed that the monitor was very dim. He could still see the desktop icon and text. He turned the brightness all the way up, but that did not correct the issue. Dylan also checked to make sure the Power Options brightness was not turned down, causing the screen to go dim. He connected a different monitor, and the screen was fine.

What caused the screen to be very dim?

- Input connector on the monitor is faulty.
- Monitor's power connector.
- Monitor backlighting.

Correct. The backlight on the monitor can go bad, and when it does, the monitor will look very dim. Dylan can replace the backlight, but it is generally more expensive than replacing the monitor.

- Monitor has Power Save mode enabled.

Incorrect

Question 2

0 / 5 pts

Sherri has recently been injured. She is having a problem using her left hand

and would like to use a stylus to move her mouse around the screen on her laptop computer.

What type of I/O device can Sherri add to her system to allow a non-touch screen laptop to use a stylus to manipulate the screen?

Inverter

OLED

Touch screen

Incorrect. Yes, a touch screen will allow Sherri to use a stylus to manipulate the screen; however, she cannot add a touch screen to a non-touch screen monitor.

Digitizer

Partial

Question 3

3 / 5 pts

Cathy is planning to purchase a new audio and video editing workstation to make computer training videos at work. In addition, she wants the ability to back up her large video files relatively quickly but not over the network to help preserve bandwidth. She does not exactly know or understand the type of devices she needs.

What types of components would you recommend? (Select all that apply.)

High-end 3D video card

Incorrect. Cathy will not need a high-end video card, because she is not concerned about creating 3D graphics or playing video games.

- Two 4TB SATA 3 Drives

Correct. Cathy will need a lot of storage. Raw video footage uses a lot of storage capacity. Also because of their size, she will want to have fast access when loading large video files.

- 32 GB of DDR 4 RAM

Correct. Video editing software requires a lot of RAM. Cathy needs as much RAM as her system supports.

- High-end sound card

Correct. Cathy will want a high-quality sound output for the workstation. This will allow her to hear clearly everything recorded on the video.

- Blu-ray burner

- eSATA storage device

Correct. Since Cathy does not want to use the network to back up her large video files, an eSATA external storage device would be a welcome addition.

Question 4

5 / 5 pts

Bayley wants to connect a new external hard drive to his Windows PC. He wants the fastest connection type available because he plans to edit video directly to and from the external hard drive.

Which connection type should Bayley use to get the fastest connection possible?

- USB 3.0
- eSATA v2
- Lightning
- Thunderbolt 3

Correct. Thunderbolt 3 max speed is 40 Gbps.

Question 5

5 / 5 pts

Jose calls you at the help desk because he is having a problem logging on to his laptop computer. After several unsuccessful attempts to enter his password, he asks you to reset the password because he must have forgotten it. You reset his password, and he types it, but again the computer rejects it. Jose assures you that he typed the correct username and password. You ask him what type of computer he is using, and he tells you a laptop.

What might be the problem with Jose's computer?

- Keyboard is not working.
- OS is corrupt.
- Keyboard is in the wrong language.
- Num Lock key is on.

Correct. Laptops use this key to toggle between the keys interpreted as letters and the keys interpreted as numbers. Most laptops have a Num Lock indicator light near the keyboard.

Question 6**5 / 5 pts**

Nick is working on a new graphic for a client and is having an issue with the color on his screen. The client wants the graphic to include a very bright red color, but Nick seems unable to find the right color on his screen. He seems to have the color perfect on the screen, but when he tries to print the graphic, the color seems to fade. He has checked the printer, and it works fine.

What will help Nick see on the screen the color that he is printing?

- Adjust the resolution.
- Calibrate the display color.

Correct. Nick can calibrate the display color in Windows. This will help him match the color to what is printed.

- Adjust the refresh rate.
- Update the video card drivers.

Partial**Question 7****3.33 / 5 pts**

Damion recently did an update to his computer and added a new video card. After the update, Damion decided that he would like to play his favorite game. While he was playing the game, the system locked up. He restarted the computer and did not have any issues until he tried to play the same game, at which point, the computer locked up again.

What might be the problem with Damion's computer? (Select all that apply.)

- Version of DirectX is out of date.

Correct. The DirectX version may be out of date and cause the computer to crash or freeze during the game play. DirectX is a collection of application programming interfaces (APIs) for handling tasks related to multimedia, especially game programming and video, on Microsoft platforms.

- Windows is not compatible with the game.

Incorrect. If Window were not compatible, the game would not install properly. Damion would receive an error during installation that would not allow the game to be installed.

- Video card device drives need to be updated.

Correct. If the driver needs to be updated, the game could freeze during game play. Damion can update the driver by downloading it from the manufacturer's website. Most high-end video cards also have a downloadable program that will help to keep the driver updated.

- Game is not compatible with video card.

Correct. If the video card is compatible with the DirectX version for the game, then Damion should be able to play the game. He will not be able to start the game if the video card is not compatible with the DirectX version in the game.

Question 8

5 / 5 pts

The video on your laptop needs to be updated. You have researched online, and according to the manufacturer, you can install a new video card in your laptop. What is the most likely slot connection you will use to install a new video card in your laptop?

USB Mini PCIe

Correct. You want to use the PCIe bus on your laptop for the new video card. PCIe 16x is the standard slot used by all video cards.

 ExpressCard slot CardBus slot

Question 9

5 / 5 pts

You install a new peripheral, but it does not work. Then you remember about the drivers. Where can check to see if they were installed automatically?

 Device Manager

Correct. The Device Manager in Windows allow you to manage devices and their drivers. If you see a yellow triangle with an exclamation next to the device, it is an indication that it has not been properly installed or that the driver is missing.

 Control Panel Peripheral Manager Programs and Features

Incorrect

Question 10

0 / 5 pts

You buy a DVI cable to connect a monitor a friend gave you. You notice the connector on the cable has four extra pins, but the DVI port on the computer does not have them so you cannot use the cable. What are the four extra pins used for?

Digital audio

Digital video

Incorrect. The four extra pins are used to transmit analog video.

DVI can transmit digital and analog video, not audio.

Analog audio

Analog video

Question 11

5 / 5 pts

Henry bought a new laptop. And even though it has a touchpad, he prefers to use a mouse. However, he notices that sometimes when he is typing, the cursor will move, causing him to mistype words or even delete sentences or entire paragraphs.

What can Henry do to remedy this problem?

He can connect a touch screen monitor.

Replace the mouse, it is defective.

Disable the touchpad.

Correct. Henry should disable the touchpad so that when he brushes against it, the cursor will not move. To disable the touchpad, he can navigate to the Control Panel and disable the touchpad in the Mouse applet. Alternatively, he could disable it via the BIOS/UEFI.

- Cover the touchpad with a sheet of paper.

Question 12

5 / 5 pts

You work at a large department store selling computer products. Iwina walks in and wants to buy a wireless router. She explains that the media streaming device she ordered online supports a transmission speed of up to 200 Mbps. What type of router should you recommend?

- Wi-Fi 802.11b
- Wi-Fi 802.11a
- Wi-Fi 802.11g
- Wi-Fi 802.11n

Correct. 802.11n supports a maximum speed of 600 Mbps with a range of up to 70 meters.

Question 13

5 / 5 pts

Ron is using an older computer with only one RAM module to experiment with the installation of various Windows operating systems. After the first

installation he checks the Device Manager and notices a yellow triangle next to the entry labeled SM Bus Controller.

What should Ron do to fix this problem?

- Reboot the computer after installing the OS.
- Flash the BIOS/UEFI with the latest version.
- Ensure the CPU and RAM are properly seated.
- Install the chipset drivers for the motherboard.

Correct. The SM Bus Controller (System Bus Controller) is used to, among other things, monitor the voltage and temperature of the motherboard. It is part of the chipset which is the glue that connects the CPU to the other components.

Question 14

5 / 5 pts

Patrick wants you to repair his laptop LCD screen. Patrick insists that it was not his fault, but sometime during the night, the laptop fell off his desk, and now the screen is broken. During disassembly of his laptop, you see a mini-PCIe card with a black cable and a white cable wire connected that appear to go into the screen bezel.

What is the function of the two wires?

- Wi-Fi antenna

Correct. The wires are the antennas for the Wi-Fi card. Wi-Fi antennas are placed around the screen in the bezel. The wires are then run to the Wi-Fi adapter on the motherboard.

- Video cable

- Sound cord for the sound port

- Webcam connector

Question 15

5 / 5 pts

Four years ago Faleka bought a custom computer with a mid-tier motherboard and a basic configuration option. During the last three months he has noticed the video quality seems to be gradually degrading. To troubleshoot, he uses a known-good replacement monitor and video cable, but the problem persists.

What would be a reasonable course of action for Faleka to take?

- Remove the existing onboard video card and install a new one.

- Disable the onboard video port and install a new graphics card.

Correct. Since the problem is neither the monitor nor the cable, disabling the onboard video and installing a new graphics card is a reasonable course of action. Since the computer has a basic configuration it does not necessarily need to be a high-end graphics adapter.

- A wireless router is too close to the monitor causing interference.

- Four years is a long time, so the video drivers need to be updated.

Question 16

5 / 5 pts

Stephen has an older monitor that he uses for presentations. Recently, Stephen has noticed that a certain spot on the monitor does not change when he shows

his presentations. The spot does not display the colors and stays dark when the screen is white.

What might be the problem with Stephen's video issue?

- Dead pixel.

Correct. A dead pixel is a pixel that no longer allows light to pass through and appears a black spot on the monitor. There are some possible fixes, but nothing is recommended by the manufacturer.

- Video card overheating.
- Video drivers are out of date.
- Monitor's inverter is failing.

Question 17

5 / 5 pts

You are asked to install a new adapter card in 30 office computers at an existing branch location. Which of the following is NOT a necessary step in the process?

- Backup important data that has not been backed up.
- Verify the adapter card to be installed is ESD-resistant.

Correct. You cannot verify that an adapter card is ESD-resistant or not susceptible to ESD (electro-static discharge) because all adapter cards are susceptible. Proper ESD precautions need to be followed, such as using an ESD wrist strap, to ensure the cards are not damaged. The adapter card will have typically been placed in a static-shielding when being transported from station to station in the manufacturing process, as well when placed in the final retail package.

- Verify the card fits into an empty expansion slot.
- Verify the device drivers are available for the OS.

Question 18

5 / 5 pts

After Sandy and a friend troubleshoot her laptop they determine the LCD screen needs to be replaced. Sandy gets tired of waiting on her friend, who knows more about computers, and decides to do it herself by watching videos online. In the process, she accidentally breaks one of the two cables that wrap around the screen and connect to the mini-PCIe card inside the laptop.

What is the impact of this mishap?

- The laptop LCD screen will not have power.
- The laptop webcam will not function.
- The laptop will lose its Wi-Fi capabilities.

Correct. The card, wires, and mini-PCIe card described are the wireless card and antennas. If Sandy were to cut the cables on the antennas, she would not be able to connect to the Wi-Fi.

- The laptop sound will no longer work.

Question 19**5 / 5 pts**

Bola is upgrading some peripherals devices connected to his computer. He buys a new webcam, gaming keyboard, and a card reader.

What approach should he take when installing the peripherals?



Windows has generic drivers so connect all devices at once and then reboot.



Install all the drivers first, connect the peripheral devices, then reboot the system.



Install one peripheral at a time, reboot, and make sure it works before proceeding.

Correct. Installing one device at a time allows you to troubleshoot one specific issue at a time if the installation is not successful. Refer to the documentation from the manufacturer for the proper installation procedure.



Connect all peripheral devices first, install the drivers, and then restart the system.

Question 20**5 / 5 pts**

Jovi buys a high-end sound card for professional grade recording and playback. When he installs the card there seems to be a conflict so he disables the

onboard audio using the Device Manager but that does not solve the problem.
What else can Jovi do to overcome the problem?

- Disable the onboard audio using the BIOS/UEFI.

Correct. Disable the onboard audio through the BIOS/UEFI as it will render the device invisible to the Device Manager. Disabling the audio card through the Device Manager may not be enough to solve the problem.

- Disable the onboard DVI port on the motherboard.
- Reset the input and output jacks on the sound card.
- Disable the unused PCI lanes in the expansion slot.

Quiz Score: **86.33** out of 100

M05 Chapter 6 Review Results for Andrew Schmidt

Score for this attempt: **95** out of 100

Submitted Sep 22 at 6:26pm

This attempt took 8 minutes.

Question 1

5 / 5 pts

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What would be a reasonable course of action for Faleka to take?

- Remove the existing onboard video card and install a new one.
- Disable the onboard video port and install a new graphics card.

Correct!

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- A wireless router is too close to the monitor causing interference.
- Four years is a long time, so the video drivers need to be updated.

Question 2

5 / 5 pts

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- The laptop sound will no longer work.

Question 3

5 / 5 pts

Bayley wants to connect a new external hard drive to his Windows PC. He wants the fastest connection type available because he plans to edit video directly to and from the external hard drive.

Which connection type should Bayley use to get the fastest connection possible?

- USB 3.0
- eSATA v2
- Lightning

Correct!

- Thunderbolt 3

Correct. Thunderbolt 3 max speed is 40 Gbps.

Question 4

5 / 5 pts

You buy a DVI cable to connect a monitor a friend gave you. You notice the connector on the cable has four extra pins, but the DVI port on the computer does not have them so you cannot use the cable. What are the four extra pins used for?

- Digital audio
- Digital video
- Analog audio
- Analog video

Correct!

Correct. The four extra pins are used to transmit analog video. DVI can transmit digital and analog video, not audio.

Question 5

5 / 5 pts

Bola is upgrading some peripherals devices connected to his computer. He buys a new webcam, gaming keyboard, and a card reader.

What approach should he take when installing the peripherals?

-

Windows has generic drivers so connect all devices at once and then reboot.



Install all the drivers first, connect the peripheral devices, then reboot the system.

Correct!



Install one peripheral at a time, reboot, and make sure it works before proceeding.

Correct. Installing one device at a time allows you to troubleshoot one specific issue at a time if the installation is not successful. Refer to the documentation from the manufacturer for the proper installation procedure.



Connect all peripheral devices first, install the drivers, and then restart the system.

Question 6

5 / 5 pts

Jose calls you at the help desk because he is having a problem logging on to his laptop computer. After several unsuccessful attempts to enter his password, he asks you to reset the password because he must have forgotten it. You reset his password, and he types it, but again the computer rejects it. Jose assures you that he typed the correct username and password. You ask him what type of computer he is using, and he tells you a laptop.

What might be the problem with Jose's computer?

Keyboard is not working.

OS is corrupt.

Keyboard is in the wrong language.

Correct!

- Num Lock key is on.

Correct. Laptops use this key to toggle between the keys interpreted as letters and the keys interpreted as numbers. Most laptops have a Num Lock indicator light near the keyboard.

Question 7**5 / 5 pts**

Nick is working on a new graphic for a client and is having an issue with the color on his screen. The client wants the graphic to include a very bright red color, but Nick seems unable to find the right color on his screen. He seems to have the color perfect on the screen, but when he tries to print the graphic, the color seems to fade. He has checked the printer, and it works fine.

What will help Nick see on the screen the color that he is printing?

Correct!

- Adjust the resolution.
 Calibrate the display color.

Correct. Nick can calibrate the display color in Windows. This will help him match the color to what is printed.

- Adjust the refresh rate.
 Update the video card drivers.

Question 8**0 / 5 pts**

Under certain conditions, you may hear a whine from the power supply when

you first power up the system. However, if you hear a whine coming from the video card, how can you fix it?

Correct Answer

- Ensure the 6-pin or 8-pin power cord is connected to the card.

You Answered

- Upgrade the power supply to one that can deliver more power.

Incorrect. This may be an issue if you hear the whining sound coming from the power supply when the system is powered up. It indicates the power supply is not capable of meeting the power demand of the system. If you hear a whining sound coming from the video card, ensure the 6-pin or 8-pin power cable is connected to the video card to ensure it is receiving the power it requires.

- Replace the video card; this is an indication of impending failure.
- Verify the video card is properly seated in the expansion slot.

Question 9

5 / 5 pts

You are asked to install a new adapter card in 30 office computers at an existing branch location. Which of the following is NOT a necessary step in the process?

- Backup important data that has not been backed up.
- Verify the adapter card to be installed is ESD-resistant.

Correct!

Correct. You cannot verify that an adapter card is ESD-resistant or not susceptible to ESD (electro-static discharge) because all adapter cards are susceptible. Proper ESD precautions need to be followed, such as using an ESD wrist strap, to ensure the cards are not damaged. The adapter card will have typically been placed in a static-shielding when being transported from station to station in the manufacturing process, as well when placed in the final retail package.

- Verify the card fits into an empty expansion slot.
- Verify the device drivers are available for the OS.

Question 10

5 / 5 pts

Jordan, a junior technician, ordered hardware for facial recognition capabilities on every computer at work. Before the hardware was delivered, he was removed from the project to help upgrade the operating system on every computer. After a few months, he was finally able to get back to the facial recognition project. He installs the webcam, the adapter card, and the drivers that were included in the optical media. Issues are evident so he checks the Device Manager and does not see any issues. When Jordan asks a senior technician for help, the senior technician asks him one question.

What did the senior technician ask Jordan?

- Did you update the BIOS/UEFI?
- Did you turn on the expansion port?
- Did you update the drivers?

Correct!

Correct. Download and install the drivers for the updated operating system is a reasonable first step to resolve issues with a particular I/O device.

- Did you update the hardware?

Question 11

5 / 5 pts

Henry bought a new laptop. And even though it has a touchpad, he prefers to use a mouse. However, he notices that sometimes when he is typing, the cursor will move, causing him to mistype words or even delete sentences or entire paragraphs.

What can Henry do to remedy this problem?

- He can connect a touch screen monitor.
- Replace the mouse, it is defective.
- Disable the touchpad.

Correct!

Correct. Henry should disable the touchpad so that when he brushes against it, the cursor will not move. To disable the touchpad, he can navigate to the Control Panel and disable the touchpad in the Mouse applet. Alternatively, he could disable it via the BIOS/UEFI.

- Cover the touchpad with a sheet of paper.

Question 12

5 / 5 pts

Patrick wants you to repair his laptop LCD screen. Patrick insists that it was not his fault, but sometime during the night, the laptop fell off his desk, and now the screen is broken. During disassembly of his laptop, you see a mini-PCIe card with a black cable and a white cable wire connected that appear to go into the screen bezel.

What is the function of the two wires?

Correct!

- Wi-Fi antenna

Correct. The wires are the antennas for the Wi-Fi card. Wi-Fi antennas are placed around the screen in the bezel. The wires are then run to the Wi-Fi adapter on the motherboard.

- Video cable

- Sound cord for the sound port

- Webcam connector

Question 13

5 / 5 pts

You just started a new job at a media production company. On the first day, Kumar drops off a new 27 inch monitor in your office and recommends you use the DisplayPort connector. Why would he make such a recommendation?

-

DisplayPort natively interfaces with the VGA connector offering a great deal of flexibility.

-

DisplayPort uses an analog signal, so it is less susceptible to electromagnetic interference.

-

DisplayPort is compatible with HDMI, DVI, and VGA so the video cable is interchangeable.

Correct!



DisplayPort offers the highest data rate and is capable of delivering digital video and audio.

Correct. The high data rates in DisplayPort allow for a better media experience. Since the company referenced in the question is a media production entity, it makes sense to adopt the standard which will render the best video quality.

Question 14

5 / 5 pts

David has a laptop that is having a problem with the video system. Initially you thought the problem might be the backlight, but in your research discovered it does not have a backlight. After additional troubleshooting you determine the laptop needs a new screen.

What type of screen should you get for the laptop?

LED

OLED

Correct. OLED screens do not have a backlight. OLED emits visible light instead of using a backlight.

CRT

Plasma

Question 15**5 / 5 pts**

Genesis is learning about computers. She installs a digitizer along with the corresponding software, but the tablet is not recognized by the operating system. She calls you for help and you explain the difference, or similarities, between drivers and apps as it pertains to peripherals in general. What do you tell her?



Apps and drivers are essentially the same, but apps have bloatware that is not truly necessary.



Apps control the hardware. Drivers allows users to interface with the features of the peripheral.

Correct!

Drivers control the hardware. Apps allows users to interface with the features of the peripheral.

Correct. Drivers control the hardware, and they are written for the specific operating system where the device is to be installed. Apps are programs that allow the user to perform a specific function such as writing a document, playing a game, or drawing an image.



Apps and drivers coordinate the communication between the operating system and hardware.

Question 16**5 / 5 pts**

Terry is having a problem with his computer screen that connects to the onboard HDMI port. His computer does not have a video card, but he notices it supports the DisplayPort standard. He buys a monitor, connects it using the DisplayPort, but it does not work.

What is the most likely cause of the problem? Select two.

Correct!

- He needs to enable the DisplayPort connector via the BIOS/UEFI.

Correct. If the DisplayPort connector is not enabled, no signal will be sent to the monitor.



He needs to disable the HDMI port because it is causing a conflict.



The resolution of the monitor was set too high at the manufacturer.

Correct!

- Terry forgot to power on the monitor, so it is not receiving power.

Correct. This could be a problem. If the monitor is not turned on, it will obviously not render the input video signal.



The monitor is defective and will need to be exchanged for a new one.

Question 17

5 / 5 pts

Charanya decides it is time for an upgrade. She buys a new computer, a used 17-inch LCD monitor at a thrift shop, as well as a VGA splitter for screen duplication purposes and compatibility with the original VGA monitor. When she plugs in the monitors, the image on the LCD monitor is blurry. What are possible explanations for, and/or how could she rectify, this condition? Select two.



The monitor was defective to begin with so she should return it right away and buy a new one.

Correct!

The monitor is not set to the native or recommended resolution hampering the image quality.

Correct. If the monitor is not set to the recommended or native resolution, image blur could result.

Correct!

Upgrading the VGA cable to a DVI, HDMI, or DisplayPort standard will improve the image quality.

Correct. Image blur is possible if using a VGA cable with an LCD monitor. A digital connection such as DVI, HDMI, or DisplayPort will help render better image quality.

A 17-inch monitor is too small to support the higher resolution capabilities of new computers.

Question 18

5 / 5 pts

You are installing a webcam in the screen bezel of your laptop. Prior to disassembling the laptop, what other devices in the screen bezel should you be aware of? (Select all that apply.)

Correct!

Microphone

Correct. The microphone on most laptops is located near the webcam in the screen bezel. You should be aware of the cable and connector when working in the laptop bezel.

Inverter

Touchpad**Correct!** WI-FI antenna

Correct. The WI-FI antenna cables are in the screen bezel. There are usually two such cables, and they connect to the Wi-Fi adapter card on the motherboard.

Question 19**5 / 5 pts**

Ron is using an older computer with only one RAM module to experiment with the installation of various Windows operating systems. After the first installation he checks the Device Manager and notices a yellow triangle next to the entry labeled SM Bus Controller.

What should Ron do to fix this problem?

- Reboot the computer after installing the OS.
- Flash the BIOS/UEFI with the latest version.
- Ensure the CPU and RAM are properly seated.
- Install the chipset drivers for the motherboard.

Correct. The SM Bus Controller (System Bus Controller) is used to, among other things, monitor the voltage and temperature of the motherboard. It is part of the chipset which is the glue that connects the CPU to the other components.

Question 20**5 / 5 pts**

The video on your laptop needs to be updated. You have researched online, and according to the manufacturer, you can install a new video card in your laptop. What is the most likely slot connection you will use to install a new video card in your laptop?

USB

Mini PCIe

Correct. You want to use the PCIe bus on your laptop for the new video card. PCIe 16x is the standard slot used by all video cards.

ExpressCard slot

CardBus slot

Quiz Score: **95** out of 100

M05 Chapter 6 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Sep 22 at 6:16pm

This attempt took 16 minutes.

Question 1

5 / 5 pts

Four years ago Faleka bought a custom computer with a mid-tier motherboard and a basic configuration option. During the last three months he has noticed the video quality seems to be gradually degrading. To troubleshoot, he uses a known-good replacement monitor and video cable, but the problem persists.

What would be a reasonable course of action for Faleka to take?

- Remove the existing onboard video card and install a new one.
- Disable the onboard video port and install a new graphics card.

Correct. Since the problem is neither the monitor nor the cable, disabling the onboard video and installing a new graphics card is a reasonable course of action. Since the computer has a basic configuration it does not necessarily need to be a high-end graphics adapter.

- A wireless router is too close to the monitor causing interference.
- Four years is a long time, so the video drivers need to be updated.

Question 2

5 / 5 pts

You are installing a webcam in the screen bezel of your laptop. Prior to disassembling the laptop, what other devices in the screen bezel should you be aware of? (Select all that apply.)

Microphone

Correct. The microphone on most laptops is located near the webcam in the screen bezel. You should be aware of the cable and connector when working in the laptop bezel.

Inverter

Touchpad

WI-FI antenna

Correct. The WI-FI antenna cables are in the screen bezel. There are usually two such cables, and they connect to the Wi-Fi adapter card on the motherboard.

Question 3

5 / 5 pts

The video on your laptop needs to be updated. You have researched online, and according to the manufacturer, you can install a new video card in your laptop. What is the most likely slot connection you will use to install a new video card in your laptop?

USB

Mini PCIe

Correct. You want to use the PCIe bus on your laptop for the new video card. PCIe 16x is the standard slot used by all video cards.

- ExpressCard slot
- CardBus slot

Question 4

5 / 5 pts

Henry bought a new laptop. And even though it has a touchpad, he prefers to use a mouse. However, he notices that sometimes when he is typing, the cursor will move, causing him to mistype words or even delete sentences or entire paragraphs.

What can Henry do to remedy this problem?

- He can connect a touch screen monitor.
- Replace the mouse, it is defective.
- Disable the touchpad.

Correct. Henry should disable the touchpad so that when he brushes against it, the cursor will not move. To disable the touchpad, he can navigate to the Control Panel and disable the touchpad in the Mouse applet. Alternatively, he could disable it via the BIOS/UEFI.

- Cover the touchpad with a sheet of paper.

Question 5**5 / 5 pts**

Nick is working on a new graphic for a client and is having an issue with the color on his screen. The client wants the graphic to include a very bright red color, but Nick seems unable to find the right color on his screen. He seems to have the color perfect on the screen, but when he tries to print the graphic, the color seems to fade. He has checked the printer, and it works fine.

What will help Nick see on the screen the color that he is printing?

- Adjust the resolution.
- Calibrate the display color.

Correct. Nick can calibrate the display color in Windows. This will help him match the color to what is printed.

- Adjust the refresh rate.
- Update the video card drivers.

Question 6**5 / 5 pts**

Patrick wants you to repair his laptop LCD screen. Patrick insists that it was not his fault, but sometime during the night, the laptop fell off his desk, and now the screen is broken. During disassembly of his laptop, you see a mini-PCIe card with a black cable and a white cable wire connected that appear to go into the screen bezel.

What is the function of the two wires?

- Wi-Fi antenna

Correct. The wires are the antennas for the Wi-Fi card. Wi-Fi antennas are placed around the screen in the bezel. The wires are then run to the Wi-Fi adapter on the motherboard.

- Video cable
- Sound cord for the sound port
- Webcam connector

Question 7

5 / 5 pts

Bayley wants to connect a new external hard drive to his Windows PC. He wants the fastest connection type available because he plans to edit video directly to and from the external hard drive.

Which connection type should Bayley use to get the fastest connection possible?

- USB 3.0
- eSATA v2
- Lightning
- Thunderbolt 3

Correct. Thunderbolt 3 max speed is 40 Gbps.

Question 8

5 / 5 pts

After Sandy and a friend troubleshoot her laptop they determine the LCD screen needs to be replaced. Sandy gets tired of waiting on her friend, who knows more about computers, and decides to do it herself by watching videos online. In the process, she accidentally breaks one of the two cables that wrap around the screen and connect to the mini-PCIe card inside the laptop.

What is the impact of this mishap?

- The laptop LCD screen will not have power.
- The laptop webcam will not function.
- The laptop will lose its Wi-Fi capabilities.

Correct. The card, wires, and mini-PCIe card described are the wireless card and antennas. If Sandy were to cut the cables on the antennas, she would not be able to connect to the Wi-Fi.

- The laptop sound will no longer work.

Question 9

5 / 5 pts

You buy a DVI cable to connect a monitor a friend gave you. You notice the connector on the cable has four extra pins, but the DVI port on the computer does not have them so you cannot use the cable. What are the four extra pins used for?

- Digital audio
- Digital video

Analog audio Analog video

Correct. The four extra pins are used to transmit analog video. DVI can transmit digital and analog video, not audio.

Incorrect

Question 10

0 / 5 pts

David has a laptop that is having a problem with the video system. Initially you thought the problem might be the backlight, but in your research discovered it does not have a backlight. After additional troubleshooting you determine the laptop needs a new screen.

What type of screen should you get for the laptop?

 LED OLED CRT Plasma

Incorrect. Plasma screens are no longer made for laptop screens. Plasma used small cells that contained plasma that responded to electronic fields. The electronic fields caused the gas to ionize and create light.

Question 11

5 / 5 pts

Jose calls you at the help desk because he is having a problem logging on to his laptop computer. After several unsuccessful attempts to enter his password, he asks you to reset the password because he must have forgotten it. You reset his password, and he types it, but again the computer rejects it. Jose assures you that he typed the correct username and password. You ask him what type of computer he is using, and he tells you a laptop.

What might be the problem with Jose's computer?

- Keyboard is not working.
- OS is corrupt.
- Keyboard is in the wrong language.
- Num Lock key is on.

Correct. Laptops use this key to toggle between the keys interpreted as letters and the keys interpreted as numbers. Most laptops have a Num Lock indicator light near the keyboard.

Incorrect

Question 12

0 / 5 pts

Terry is having a problem with his computer screen that connects to the onboard HDMI port. His computer does not have a video card, but he notices it supports the DisplayPort standard. He buys a monitor, connects it using the DisplayPort, but it does not work.

What is the most likely cause of the problem? Select two.

- He needs to enable the DisplayPort connector via the BIOS/UEFI.

Correct. If the DisplayPort connector is not enabled, no signal will be sent to the monitor.



He needs to disable the HDMI port because it is causing a conflict.

Incorrect. The unused HDMI port may be causing an issue, but it is not the most likely cause of the problem. Ensuring the DisplayPort is enabled should be considered first.



The resolution of the monitor was set too high at the manufacturer.

Incorrect. The resolution depends on both, the motherboard, and the capabilities of the monitor. However, the resolution is ultimately set on the motherboard through the operating system. The monitor simply renders; you do not set the monitor resolution on the display itself.



Terry forgot to power on the monitor, so it is not receiving power.

Correct. This could be a problem. If the monitor is not turned on, it will obviously not render the input video signal.



The monitor is defective and will need to be exchanged for a new one.

Incorrect. While it is possible for a factory to ship a defective monitor, it is unlikely. Even though it is typically not feasible to test every single monitor on the assembly line, quality controls allow the manufacturer to sample individual pieces that represent the entire lot. This helps identify and remove, or further test, batches that have a high defect rate.

Question 13

5 / 5 pts

Sarah needs to connect to a console port on an enterprise switch. Her laptop does not have the correct port. When she mentions this to her boss, he tells her

that they have several older laptops in a closet with RS-232 ports.

What type of connector does the laptop have?

- A 15 pin three row D-shaped connector
- A rectangle with a blue connection in the middle
- A 6 pin round connector that is purple
- A 9 pin two row D-shaped male connector

Correct. A RS-232 is a serial connector. This connector is a 9 pin two row D-shaped male connector.

Question 14

5 / 5 pts

You install a new peripheral, but it does not work. Then you remember about the drivers. Where can check to see if they were installed automatically?

- Device Manager

Correct. The Device Manager in Windows allow you to manage devices and their drivers. If you see a yellow triangle with an exclamation next to the device, it is an indication that it has not been properly installed or that the driver is missing.

- Control Panel
- Peripheral Manager
- Programs and Features

Question 15

5 / 5 pts

You install a new video adapter and update the drivers, but notice the icons have a distorted geometry.

What could you do to fix the problem?

- Adjust font size
- Change resolution

Correct. The cause of the distortion is the resolution. If the LCD has a recommended resolution, use it, or use the highest resolution available.

Modify refresh rate

Enable ClearType

Incorrect

Question 16

0 / 5 pts

Charanya decides it is time for an upgrade. She buys a new computer, a used 17-inch LCD monitor at a thrift shop, as well as a VGA splitter for screen duplication purposes and compatibility with the original VGA monitor. When she plugs in the monitors, the image on the LCD monitor is blurry. What are possible explanations for, and/or how could she rectify, this condition? Select two.



The monitor was defective to begin with so she should return it right away and buy a new one.

Incorrect. While plausible, a better explanation is that the monitor resolution is not optimal. Also, using a digital connection with an LCD monitor renders better image quality. A new computer will likely have a digital video connector.



The monitor is not set to the native or recommended resolution hampering the image quality.

Correct. If the monitor is not set to the recommended or native resolution, image blur could result.



Upgrading the VGA cable to a DVI, HDMI, or DisplayPort standard will improve the image quality.

Correct. Image blur is possible if using a VGA cable with an LCD monitor. A digital connection such as DVI, HDMI, or DisplayPort will help render better image quality.



A 17-inch monitor is too small to support the higher resolution capabilities of new computers.

Incorrect. A 17-inch monitor is not too small. They will work with newer computers, just set the resolution to a value supported by the monitor.

Question 17

5 / 5 pts

Genesis is learning about computers. She installs a digitizer along with the corresponding software, but the tablet is not recognized by the operating system. She calls you for help and you explain the difference, or similarities, between drivers and apps as it pertains to peripherals in general. What do you tell her?



Apps and drivers are essentially the same, but apps have bloatware that is not truly necessary.



Apps control the hardware. Drivers allows users to interface with the features of the peripheral.



Drivers control the hardware. Apps allows users to interface with the features of the peripheral.

Correct. Drivers control the hardware, and they are written for the specific operating system where the device is to be installed. Apps are programs that allow the user to perform a specific function such as writing a document, playing a game, or drawing an image.



Apps and drivers coordinate the communication between the operating system and hardware.

Question 18

5 / 5 pts

You work at a large department store selling computer products. Iwina walks in and wants to buy a wireless router. She explains that the media streaming device she ordered online supports a transmission speed of up to 200 Mbps.

What type of router should you recommend?

Wi-Fi 802.11b

Wi-Fi 802.11a

Wi-Fi 802.11g

Wi-Fi 802.11n

Correct. 802.11n supports a maximum speed of 600 Mbps with a range of up to 70 meters.

Question 19

5 / 5 pts

Stephen has an older monitor that he uses for presentations. Recently, Stephen

has noticed that a certain spot on the monitor does not change when he shows his presentations. The spot does not display the colors and stays dark when the screen is white.

What might be the problem with Stephen's video issue?

-
- Dead pixel.

Correct. A dead pixel is a pixel that no longer allows light to pass through and appears a black spot on the monitor. There are some possible fixes, but nothing is recommended by the manufacturer.

-
- Video card overheating.
 - Video drivers are out of date.
 - Monitor's inverter is failing.
-

Question 20

5 / 5 pts

You are asked to install a new adapter card in 30 office computers at an existing branch location. Which of the following is NOT a necessary step in the process?

-
- Backup important data that has not been backed up.
 - Verify the adapter card to be installed is ESD-resistant.
-

Correct. You cannot verify that an adapter card is ESD-resistant or not susceptible to ESD (electro-static discharge) because all adapter cards are susceptible. Proper ESD precautions need to be followed, such as using an ESD wrist strap, to ensure the cards are not damaged. The adapter card will have typically been placed in a static-shielding when being transported from station to station in the manufacturing process, as well when placed in the final retail package.

- Verify the card fits into an empty expansion slot.
- Verify the device drivers are available for the OS.

Quiz Score: **85** out of 100

M06 Chapter 7 Review Results for Andrew Schmidt

Score for this attempt: **95** out of 100

Submitted Sep 30 at 12:45am

This attempt took 6 minutes.

Question 1

5 / 5 pts

Quintavius loves to tinker with computers so he sets off to see how many networking services he can install in one physical server. He sets up the system to support DHCP, DNS, HTTP, HTTPS, Telnet, SSH, and an email server. On what port will these services listen?

Correct!



DCHP 67, DNS 53, HTTP 80, HTTPS 443, Telnet 23, SSH 22, SMTP 25

Correct. DHCP listens on port 67; it is used to assign IP addresses to computers automatically. DNS listens on port 53; it resolves domain names into IP addresses. HTTP listens on port 80; it serves online resources, but it is not secure. HTTPS listens on port 443; it serves web pages securely. Telnet listens on port 23; it is used for remote access, but transmissions are not encrypted so it is not secure. SSH listens on port 22 and is used for remote access. SSH is secure because the transmissions are encrypted. SMTP listens on port 25 and is used to send and receive email messages between email servers.



DCHP 53, DNS 443, HTTP 80, HTTPS 23, Telnet 22, SSH 25, SMTP 67



DCHP 443, DNS 23, HTTP 80, HTTPS 22, Telnet 25, SSH 67, SMTP 53



DCHP 23, DNS 22, HTTP 80, HTTPS 25, Telnet 67, SSH 53, SMTP
443

Question 2

5 / 5 pts

You buy a cable that has RJ-45 connectors. For what type of transmission will the cable be used?

- Cellular
- Cable
- Fiber
- DSL
- Ethernet

Correct!

Correct. Ethernet patch cables are copper twisted pair cables using RJ-45 connectors. RJ-45 connectors are constructed to accept up to four pairs of individual wires.

Question 3

0 / 5 pts

Vishalini rented a small office to offer bookkeeping services. She needs DHCP, wired, wireless, and file sharing capabilities, as well as a switch to connect three computers. However, her technology budget is limited. How can she obtain access to all these capabilities at a modest cost?

Correct Answer

- Buy a multifunction router.

You Answered

- Lease a simple modem from the ISP.

- Buy used components online.

Incorrect. Buying used components is not necessarily a good approach. All these features are available from a multifunction SOHO router at a modest cost. Plus, every additional device on the network represents a point of failure.

- Integrate the services into a server.

Question 4

5 / 5 pts

Which of the following devices are most commonly used to connect a LAN to an ISP for broadband services? (Select TWO.)

- Network interface card

- Cable modem

Correct. The cable modem is the hardware device used to connect the local area network (LAN) to a cable Internet service provider (ISP). Cable is a broadband technology transported over a coaxial cable that can provide high-speed Internet, TV, and voice via a single cable connection.

- Firewall

- DSL modem

Correct!

Correct. A DSL modem is the hardware device used to connect the local area network (LAN) to an Internet service provider (ISP). DSL is a broadband technology transported over copper POTS (plain old telephone service) cable that can provide high-speed Internet alone (SDSL) or Internet combined with voice (ADSL, VDSL).

- Dial-up modem

Question 5

5 / 5 pts

You are a security professional tasked with preventing fraudulent emails. Which DNS records will you configure to help you realize this goal? Select three.

Correct!

- DKIM

Correct. The DKIM (DomainKeys Identified Mail) record authenticate that an email message came from a trusted source.

- CNAME

Correct!

- SPF

Correct. (Sender Policy Framework) record helps protect against email spoofing by informing the receiving email server which servers can send emails from your domain.

- MX

Correct!

- DMARC

Correct. The DMARC (Domain-based Message Authentication, Reporting, and Conformance) records tell the receiving email server what to do when it receives fraudulent emails.

Question 6

5 / 5 pts

Kwan, a fifth-grade teacher, has been learning about computers but does not know much about networking. He found a hub in the supply closet and decided to create a small network in his classroom consisting of a file/application server, 10 relatively new computers, and a printer. The students often complain that the computers are slow, but one student blames it on the network. What can Kwan do to eliminate complaints?

- Upgrade to more powerful PCs
- Replace the hub with a switch

Correct. Hubs employs older technology, operate at 10/100 Mbps, and share the bandwidth with all the devices connected to it. This means signals will collide and delay transmissions as the network recovers. A modern-day switch has 1 Gbps ports and every port is capable of operating at that speed because the bandwidth is not shared. There are network design considerations that need to be taken into account but a switch will outperform a hub in all cases.

- Upgrade to a better router
- Use NICs that support 1 Gbps

Question 7

5 / 5 pts

Torino receives a call from a SOHO client who says her computer is not working. He goes to her office and checks the network settings. He notices that the default gateway entry is blank, yet he can ping the router. Once he enters the default gateway, the problem is solved. What did the client mean when she said her computer is not working?

-
- The network interface card was disabled
 - The computer had no internet access
-

Correct!

Correct. If the default gateway is not set, the computer will not be able to send traffic outside of the local network. He can ping the default gateway because the router interface is part of the local network. The address on the router interface is the default gateway but the computer does not know this unless it is explicitly configured either manually or automatically using DHCP.

-
- She could not print on the local printer
 - The computer had an invalid IP address
-

Question 8

5 / 5 pts

Akello uses his computer to download a document from the internet. What role does his computer play as opposed to the computer from which he is downloading the document? Select two.

Correct!

-
- His computer is a client
-

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

- His computer is a server
- The computer from which he downloads the document is a client
- The computer from which he downloads the document is a server

Correct!

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

Question 9

5 / 5 pts

Jesenia read an article that said stored data, such as when you are downloading an app, is transmitted using TCP, but live-streaming events are transmitted using UDP. Why would this be true? Select two.

Correct!

- TCP is reliable and ensures the delivery of data using a connection-oriented mechanism.

Correct. TCP (Transmission Control Protocol) is reliable and uses a connection-oriented mechanism to guarantee the delivery of data. It expects an acknowledgement from the destination. If it does not receive one, it resends the data.



UDP uses acknowledgements to ensure and guarantee the delivery of important data.



UDP will retransmit data that has been lost during the transmission to guarantee delivery.

Correct!



UDP is fast and does not retransmit lost data so as not to disrupt the live video feed.

Correct. Live stream video feeds and real-time calls using Voice over IP are best delivered in a continuous stream so as not to disrupt the experience. If a live-stream video packet is lost, the video quality may be degraded for a second. If a voice packet is lost, the recipient could ask to repeat the statement.



Stored data is transmitted to a specific device, but live-stream data is sent to various devices.

Question 10

5 / 5 pts

You log in to a wireless router with administrative privileges and change the SSID. What exactly have you done?

Correct!

Changed the network name

Correct. The network name for a wireless router is the SSID (Service Set Identifier). When you connect to a wireless network, you may see multiple networks names available for selection; these are the SSIDs. Most are secure so you will need a password to connect.

Changed the MAC address

- Changed the IP address
- Changed the subnet mask
- You cannot change the SSID

Question 11**5 / 5 pts**

Henry is using the command line to troubleshoot whether a Windows client is able to connect to the server on his network.

What command should Henry use to check whether he has connectivity to the server?

- ipconfig
- ipconfig /displaydns
- ifconfig
- ping

Correct!

Correct. The ping command allows Henry to test whether the system has connectivity with the computer he is pinging. The ping command sends an echo request message. If there is connectivity, the receiving device will respond with an echo reply, along with the round trip time in milliseconds. If there is no connectivity, a destination unreachable or similar message will be displayed.

Question 12**5 / 5 pts**

You run the ipconfig /all command on your Windows computer and see a hexadecimal value that looks like this: E0-70-EA-4E-AB-A5

What does it represent? Select two.

IP address

Port number

MAC address

Correct. The MAC address is the same as the physical address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

Logical address

Physical address

Correct. The Physical address is the same as the MAC address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

Question 13

5 / 5 pts

Cathy wants to connect to her wireless LAN at home but is not sure where to change the setting so that she can connect.

Where in the Windows Control Panel will Cathy find her computer's network connection settings?

Network Control Center

Network and Sharing Center

Correct!

Correct. Cathy will find the computer's network connection settings in the Network and Sharing Center. She will also see all the network connection types.

- Administrative Tools
- Internet Options

Question 14

5 / 5 pts

A small company has a few users that are spending too much time on specific social media web sites; this is affecting their productivity at work. The manager asks if it is possible to limit access to those sites.

Which of the following will satisfy the request while not limiting access to other websites?

- Implement MAC filtering on the router for the PCs that are accessing the sites.
- Configure a firewall and add the web sites the users are visiting to the whitelist.
- Configure a firewall with content filtering on the PCs of users who visit the sites.
- Configure a proxy server as an internet appliance to limit access to the web sites.

Correct!

Correct. A proxy server is a computer that can be configured to intercept web traffic to, among other things, limit access to certain web sites.

Question 15

5 / 5 pts

You are running a performance test using three different browsers on the same computer to simultaneously access the same web site. What numeric identifier or address is used to keep the three connections separate at the application (browser) level?

MAC Address

Port number

Correct. The port number is used to identify the application or service running on the host. It is used to create a socket which is the combination of the IP address and the port number such as 192.168.1.1:8000. The IP address identifies the host, and the port number identifies the application or service running on the host. Since the three browsers are running on the same system, the socket will have the same IP address, but each will have a different port number to help keep the three connections or conversations separate. The source port number is assigned randomly, but the destination port number for the service being requested, HTTP (web server), is 80 (443 for HTTPS).

IP address

FQDN

Question 16**5 / 5 pts**

Which of the following is a scenario in which an IT support technician would most likely be required to implement the alternate IP configuration method on a network host?



To ensure a workstation receives the same IP address from the DHCP server each time the workstation is booted.

Correct!

In the event a DHCP server is unavailable, the workstation will have a valid IP address on the subnet.

Correct. The most common use of the alternate IP configuration method is to assign a valid IP address to a host when it cannot reach a DHCP server. For example, a client uses her laptop at home (using DHCP) and at work (using static assignment). If the host is set to obtain an IP address automatically, it will receive an IP address at home but not at work. Without an alternate configuration, if the host cannot reach a DHCP server, the host will automatically assign an automatic private Internet protocol address (APIPA).



When a workstation requires that more than two different DNS server IP addresses be configured for a specific network interface.



To assign a secondary DNS server IP address to a specific network interface on the workstation.

Question 17**5 / 5 pts**

A technician wants to configure a DHCP server to guarantee that certain

printers always receive the same address. Which of the following should the technician configure?

- VPN tunnel
- Address reservation

Correct. An address reservation can be configured on a DHCP server to always assign the same IP address to a network host. When the host queries the DHCP server, the server checks the MAC address of the host and assigns the appropriate preconfigured IP address.

- Subnet mask
- Default gateway

Question 18

5 / 5 pts

Ramah is preparing a presentation on networking terminology. She wants to ensure everyone understands the difference between a node and a host. How should she define these terms? Select three.

Correct!

- Every host is a node, but not every node is a host.

Correct. All hosts and nodes have an IP address and are accessible through the network. However, a host is a general-purpose computer and can be either a client or a server. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer.

- A host can be either a client or a server, but not both.

- A host has an IP address a node has a MAC address.

Correct!

- A node is not used to run a variety of applications.

Correct. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer. It is not a general-purpose computing device that provides client/server functionality.

Correct!

- A smart thermostat is an example of a node.

Correct. Devices that connect to the network such as routers, switches, hubs and even smart thermostats are considered nodes. A node that is not a host does not typically provide client/server functionality as would a web, DHCP, or DNS server.

Question 19

5 / 5 pts

You are asked to add a resource record in the DNS namespace for a website your company wants to publish. Which of the following entries will you make?

- www.company.com IN A 209.165.200.5 14440
- www.company.com 14440 209.165.200.5 A IN
- www.company.com A IN 14440 209.165.200.5

Correct!

Correct. The proper format is resource name (www.company.com), record type (A), class code (IN), TTL (14400), Data (209.168.200.5). The record type of A is the address record and points a host name to its IP address. The class code IN means the record is allowed on the internet. The TTL is the time-to-live and represents the time a server can hold the record in its cache. The data is the IP address mapped to the host.

- www.company.com 209.165.200.5 IN A 14440

Question 20

5 / 5 pts

Makani is participating in an on-the-job training program at work. He is learning how to configure computers in a network. He is told to use private IP addresses because all organizations could use them without conflict since they are not routable.

If the addresses are not routable, he wonders, how will the computers have internet access?

- It is private network so they will not have internet access
- A NAT router will translate a private address to a public one

Correct. A NAT router translates internal private IP addresses to public addresses enabling the internal devices to have access to the internet. The NAT router keeps the translated information in a table to reverse the translation for returning traffic.

- A proxy server will temporarily change the address on the host
- The DNS server will resolve the IP address to a public domain

Quiz Score: **95** out of 100

M06 Chapter 7 Review Results for Andrew Schmidt



Score for this attempt: **55** out of 100

Submitted Sep 30 at 12:26am

This attempt took 8 minutes.

Question 1

5 / 5 pts

You are running a performance test using three different browsers on the same computer to simultaneously access the same web site. What numeric identifier or address is used to keep the three connections separate at the application (browser) level?

MAC Address

Port number

Correct. The port number is used to identify the application or service running on the host. It is used to create a socket which is the combination of the IP address and the port number such as 192.168.1.1:8000. The IP address identifies the host, and the port number identifies the application or service running on the host. Since the three browsers are running on the same system, the socket will have the same IP address, but each will have a different port number to help keep the three connections or conversations separate. The source port number is assigned randomly, but the destination port number for the service being requested, HTTP (web server), is 80 (443 for HTTPS).

IP address

FQDN

Incorrect

Question 2**0 / 5 pts**

Which of the following devices are most commonly used to connect a LAN to an ISP for broadband services? (Select TWO.)

- Network interface card

Incorrect. A network interface card (NIC) is used to connect a network host device to the switch on the local area network (LAN). The NIC can be integrated (embedded) into the motherboard, it can be an expansion card, or it can be an external device plugged into a USB port. The NIC can also be referred to as a network interface controller or network adapter.

- Cable modem

Correct. The cable modem is the hardware device used to connect the local area network (LAN) to a cable Internet service provider (ISP). Cable is a broadband technology transported over a coaxial cable that can provide high-speed Internet, TV, and voice via a single cable connection.

- Firewall

Incorrect. The basic functionality of a firewall is to block unwanted traffic from the Internet (public untrusted network) to your local LAN (internal private network). Although a firewall is often combined with modem functionality in the same device, the component responsible for the signal conversion between LAN and ISP is the modem.

- DSL modem

Correct. A DSL modem is the hardware device used to connect the local area network (LAN) to an Internet service provider (ISP). DSL is a broadband technology transported over copper POTS (plain old telephone service) cable that can provide high-speed Internet alone (SDSL) or Internet combined with voice (ADSL, VDSL).

- Dial-up modem

Incorrect. The dial-up modem typically connects a single computer to the Internet using copper POTS lines. While the dial-up modem can provide Internet services, it does not utilize broadband technologies or speeds. Dial-up is the slowest method of Internet connectivity and does not provide simultaneous data and voice.

Incorrect

Question 3

0 / 5 pts

Akello uses his computer to download a document from the internet. What role does his computer play as opposed to the computer from which he is downloading the document? Select two.

- His computer is a client

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

- His computer is a server

Incorrect. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

- The computer from which he downloads the document is a client

Incorrect. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

- The computer from which he downloads the document is a server

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

Question 4

5 / 5 pts

Henry is using the command line to troubleshoot whether a Windows client is able to connect to the server on his network.

What command should Henry use to check whether he has connectivity to the server?

ipconfig

ipconfig /displaydns

ifconfig ping

Correct. The ping command allows Henry to test whether the system has connectivity with the computer he is pinging. The ping command sends an echo request message. If there is connectivity, the receiving device will respond with an echo reply, along with the round trip time in milliseconds. If there is no connectivity, a destination unreachable or similar message will be displayed.

Incorrect**Question 5****0 / 5 pts**

Makani is participating in an on-the-job training program at work. He is learning how to configure computers in a network. He is told to use private IP addresses because all organizations could use them without conflict since they are not routable.

If the addresses are not routable, he wonders, how will the computers have internet access?

 It is private network so they will not have internet access A NAT router will translate a private address to a public one A proxy server will temporarily change the address on the host The DNS server will resolve the IP address to a public domain

Incorrect. A DNS server will resolve a domain name to an IP address. Its purpose is not to translate private non-routable IP addresses into a public domain.

Partial

Question 6**1.67 / 5 pts**

You are a security professional tasked with preventing fraudulent emails. Which DNS records will you configure to help you realize this goal? Select three.

 DKIM

Correct. The DKIM (DomainKeys Identified Mail) record authenticate that an email message came from a trusted source.

 CNAME

Incorrect. The CNAME (Canonical Name) record redirects from one host name to another.

 SPF

Correct. (Sender Policy Framework) record helps protect against email spoofing by informing the receiving email server which servers can send emails from your domain.

 MX

Incorrect. The MX (Mail Exchange) record points an email server domain name to an IP address.

 DMARC

Correct. The DMARC (Domain-based Message Authentication, Reporting, and Conformance) records tell the receiving email server what to do when it receives fraudulent emails.

Question 7**5 / 5 pts**

Quintavius loves to tinker with computers so he sets off to see how many networking services he can install in one physical server. He sets up the system to support DCHP, DNS, HTTP, HTTPS, Telnet, SSH, and an email server. On what port will these services listen?



DCHP 67, DNS 53, HTTP 80, HTTPS 443, Telnet 23, SSH 22, SMTP 25

Correct. DHCP listens on port 67; it is used to assign IP addresses to computers automatically. DNS listens on port 53; it resolves domain names into IP addresses. HTTP listens on port 80; it serves online resources, but it is not secure. HTTPS listens on port 443; it serves web pages securely. Telnet listens on port 23; it is used for remote access, but transmissions are not encrypted so it is not secure. SSH listens on port 22 and is used for remote access. SSH is secure because the transmissions are encrypted. SMTP listens on port 25 and is used to send and receive email messages between email servers.



DCHP 53, DNS 443, HTTP 80, HTTPS 23, Telnet 22, SSH 25, SMTP 67



DCHP 443, DNS 23, HTTP 80, HTTPS 22, Telnet 25, SSH 67, SMTP 53



DCHP 23, DNS 22, HTTP 80, HTTPS 25, Telnet 67, SSH 53, SMTP 443

Question 8**5 / 5 pts**

You recently bought a new router, modem, and switch to create a wired network at home containing six computers. Beginning with the computers, how would you connect the devices to ensure the computers have internet access?

- computers, router, modem, switch
- computers, switch, router, modem

Correct. Computers are end devices that are utilized by end users. You connect end devices to a switch. Switches have multiple ports to connect many devices on the local network together. You then use another cable to connect the switch to the router, and another cable from the router to the modem.

- computers, modem, switch, router
- computers, switch, modem, router

Question 9

5 / 5 pts

A technician wants to configure a DHCP server to guarantee that certain printers always receive the same address. Which of the following should the technician configure?

- VPN tunnel
- Address reservation

Correct. An address reservation can be configured on a DHCP server to always assign the same IP address to a network host. When the host queries the DHCP server, the server checks the MAC address of the host and assigns the appropriate preconfigured IP address.

Subnet mask Default gateway

Partial

Question 10**1.67 / 5 pts**

What characteristics do the 10.0.0.1/24, 172.16.0.2/24, and 192.168.0.3/24 IP addresses have in common? Select three.

 They are public IP addresses.

Incorrect. These are not public IP addresses. They are private so any organization can use them and there will be no conflict because the ISP will not route/forward packets containing these addresses. The range of private IP addresses is 10.0.0.0 - 10.255.255.255, 172.16.0.0 - 172.31.255.255, and 192.168.0.0 - 192.168.255.255.

 They are private IP addresses.

Correct. The range of private IP addresses is 10.0.0.0 - 10.255.255.255, 172.16.0.0 - 172.31.255.255, and 192.168.0.0 - 192.168.255.255. They can be used internally by any organization and will not create a conflict because they are not routable.

 They are not routable by the ISP.

Correct. Private IP addresses are not routable and can be used internally by any organization. If an ISP router encounters a packet with any one of these addresses, it will drop the packet (not forward it).

 They all have the same subnet mask.

Correct. The /24 is using the CIDR notation. This means that the first 24 bits of the address represent the network portion. It is an alternate way of representing the subnet mask which is used to help computers determine if the destination device is on the local network or on another network.

- They can be assigned to only one organization.

Incorrect. These are private IP addresses so they can be used internally by any organization without conflict. The ISP will not route/forward packets containing these addresses.

Question 11

5 / 5 pts

Cathy wants to connect to her wireless LAN at home but is not sure where to change the setting so that she can connect.

Where in the Windows Control Panel will Cathy find her computer's network connection settings?

- Network Control Center
- Network and Sharing Center

Correct. Cathy will find the computer's network connection settings in the Network and Sharing Center. She will also see all the network connection types.

- Administrative Tools
- Internet Options

Incorrect

Question 12

0 / 5 pts

Vishalini rented a small office to offer bookkeeping services. She needs DHCP, wired, wireless, and file sharing capabilities, as well as a switch to connect three computers. However, her technology budget is limited. How can she obtain access to all these capabilities at a modest cost?

- Buy a multifunction router.
- Lease a simple modem from the ISP.

Incorrect. A modem sits between the ISP and your router. It converts the signal from the ISP to Ethernet for use in a local network. While modem-router combos do exist, the word simple implies it is not a combo and thus would not supply the needed capabilities.

- Buy used components online.
- Integrate the services into a server.

Incorrect

Question 13

0 / 5 pts

A small company has a few users that are spending too much time on specific social media web sites; this is affecting their productivity at work. The manager asks if it is possible to limit access to those sites.

Which of the following will satisfy the request while not limiting access to other websites?

-

Implement MAC filtering on the router for the PCs that are accessing the sites.



Configure a firewall and add the web sites the users are visiting to the whitelist.



Configure a firewall with content filtering on the PCs of users who visit the sites.

Incorrect. A host-based firewall (host-based meaning it is installed and configured on the workstation itself) can most likely be configured to block traffic to websites by way of content filtering. However, the question is asking for a network-based solution, which will be best served by using a network-based firewall built, for example, in a SOHO router.



Configure a proxy server as an internet appliance to limit access to the web sites.

Incorrect

Question 14

0 / 5 pts

Torino receives a call from a SOHO client who says her computer is not working. He goes to her office and checks the network settings. He notices that the default gateway entry is blank, yet he can ping the router. Once he enters the default gateway, the problem is solved. What did the client mean when she said her computer is not working?

The network interface card was disabled

The computer had no internet access

She could not print on the local printer

- The computer had an invalid IP address

Incorrect. If the computer had an invalid IP address, it would not have been able to ping the default gateway, which is the address of the local interface on the router.

Question 15

5 / 5 pts

You are setting up your Windows computer to connect to the Internet. When you type www.microsoft.com, the issues an error message indicating the site cannot be reached.

What network setting should you check to see the address of the server being used to resolve the domain name you entered in the browser?

- IP address
- Subnet mask
- Gateway
- DNS

Correct. The DNS address is used to connect to a DNS (domain name system) server that is used to resolve the domain name. This allows you to use a name like www.microsoft.com instead of trying to remember the IP address of the Microsoft web server.

Incorrect

Question 16

0 / 5 pts

A client contacted you to request your help in researching and supplying the

hardware necessary to implement a SOHO solution at his new home-based business.

Which of the following SOHO router features will simplify IP address configuration on the private network for both wired and wireless clients?

- Multi-port switch

Incorrect. Most SOHO routers include multiple network device functionality in addition to routing and include several wired Ethernet ports. These ports simplify connecting wired hosts to the network but do not simplify assigning IP address information to host devices.

- FTP server
- DHCP server
- Firewall
- Wireless access point

Question 17

5 / 5 pts

You log in to a wireless router with administrative privileges and change the SSID. What exactly have you done?

- Changed the network name

Correct. The network name for a wireless router is the SSID (Service Set Identifier). When you connect to a wireless network, you may see multiple networks names available for selection; these are the SSIDs. Most are secure so you will need a password to connect.

- Changed the MAC address
- Changed the IP address
- Changed the subnet mask
- You cannot change the SSID

Partial

Question 18**1.67 / 5 pts**

Ramah is preparing a presentation on networking terminology. She wants to ensure everyone understands the difference between a node and a host. How should she define these terms? Select three.

- Every host is a node, but not every node is a host.

Correct. All hosts and nodes have an IP address and are accessible through the network. However, a host is a general-purpose computer and can be either a client or a server. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer.

- A host can be either a client or a server, but not both.

Incorrect. A host can serve as a client, a server, and in some cases, as both.

- A host has an IP address a node has a MAC address.

Incorrect. Hosts and nodes have both an IP address and a MAC address.

- A node is not used to run a variety of applications.

Correct. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer. It is not a general-purpose computing device that provides client/server functionality.

- A smart thermostat is an example of a node.

Correct. Devices that connect to the network such as routers, switches, hubs and even smart thermostats are considered nodes. A node that is not a host does not typically provide client/server functionality as would a web, DHCP, or DNS server.

Question 19

5 / 5 pts

Venus is a member of the IT department at a company that has a moderately-sized network. One of her performance review objectives is to help her department be more proactive relative to being notified, and responding to, certain events that occur in the network. What type of server will help her meet the objective?

SMTP Server

LDAP Server

IMAP Server

Syslog Server

Correct. A syslog server gathers information about various network devices and stores the events into a database. Syslog messages have a numeric identifier to denote the severity of the event.

Question 20

5 / 5 pts

You buy a cable that has RJ-45 connectors. For what type of transmission will the cable be used?

Cellular

Cable

Fiber

DSL

Ethernet

Correct. Ethernet patch cables are copper twisted pair cables using RJ-45 connectors. RJ-45 connectors are constructed to accept up to four pairs of individual wires.

Quiz Score: **55** out of 100

M06 Chapter 7 Review Results for Andrew Schmidt



Score for this attempt: **70** out of 100

Submitted Sep 30 at 12:38am

This attempt took 12 minutes.

Question 1

5 / 5 pts

Makani is participating in an on-the-job training program at work. He is learning how to configure computers in a network. He is told to use private IP addresses because all organizations could use them without conflict since they are not routable.

If the addresses are not routable, he wonders, how will the computers have internet access?

- It is private network so they will not have internet access
- A NAT router will translate a private address to a public one

Correct. A NAT router translates internal private IP addresses to public addresses enabling the internal devices to have access to the internet. The NAT router keeps the translated information in a table to reverse the translation for returning traffic.

- A proxy server will temporarily change the address on the host
- The DNS server will resolve the IP address to a public domain

Question 2

5 / 5 pts

Which of the following is a scenario in which an IT support technician would most likely be required to implement the alternate IP configuration method on a network host?



To ensure a workstation receives the same IP address from the DHCP server each time the workstation is booted.



In the event a DHCP server is unavailable, the workstation will have a valid IP address on the subnet.

Correct. The most common use of the alternate IP configuration method is to assign a valid IP address to a host when it cannot reach a DHCP server. For example, a client uses her laptop at home (using DHCP) and at work (using static assignment). If the host is set to obtain an IP address automatically, it will receive an IP address at home but not at work. Without an alternate configuration, if the host cannot reach a DHCP server, the host will automatically assign an automatic private Internet protocol address (APIPA).



When a workstation requires that more than two different DNS server IP addresses be configured for a specific network interface.



To assign a secondary DNS server IP address to a specific network interface on the workstation.

Question 3

5 / 5 pts

You run the ipconfig /all command on your Windows computer and see a hexadecimal value that looks like this: E0-70-EA-4E-AB-A5

What does it represent? Select two.

IP address

Port number

MAC address

Correct. The MAC address is the same as the physical address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

Logical address

Physical address

Correct. The Physical address is the same as the MAC address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

Question 4

5 / 5 pts

You recently bought a new router, modem, and switch to create a wired network at home containing six computers. Beginning with the computers, how would you connect the devices to ensure the computers have internet access?

computers, router, modem, switch

computers, switch, router, modem

Correct. Computers are end devices that are utilized by end users. You connect end devices to a switch. Switches have multiple ports to connect many devices on the local network together. You then use another cable to connect the switch to the router, and another cable from the router to the modem.

- computers, modem, switch, router
- computers, switch, modem, router

Question 5

5 / 5 pts

Venus is a member of the IT department at a company that has a moderately-sized network. One of her performance review objectives is to help her department be more proactive relative to being notified, and responding to, certain events that occur in the network. What type of server will help her meet the objective?

- SMTP Server
- LDAP Server
- IMAP Server
- Syslog Server

Correct. A syslog server gathers information about various network devices and stores the events into a database. Syslog messages have a numeric identifier to denote the severity of the event.

Question 6**5 / 5 pts**

A client contacted you to request your help in researching and supplying the hardware necessary to implement a SOHO solution at his new home-based business.

Which of the following SOHO router features will simplify IP address configuration on the private network for both wired and wireless clients?

Multi-port switch

FTP server

DHCP server

Correct. An integral feature of a SOHO router is the DHCP (Dynamic Host Configuration Protocol) server, which automatically assigns IP address information to network clients with either wired or wireless connections. The host device is configured to obtain IP address information automatically.

Firewall

Wireless access point

Question 7**5 / 5 pts**

You are setting up your Windows computer to connect to the Internet. When you type www.microsoft.com, the issues an error message indicating the site cannot be reached.

What network setting should you check to see the address of the server being used to resolve the domain name you entered in the browser?

IP address

Subnet mask

Gateway

DNS

Correct. The DNS address is used to connect to a DNS (domain name system) server that is used to resolve the domain name. This allows you to use a name like www.microsoft.com instead of trying to remember the IP address of the Microsoft web server.

Incorrect

Question 8

0 / 5 pts

You want to setup a separate network at home that is accessible from the internet. You want it to be isolated from your personal network, so you lease an IPv6 address from the ISP. When you configure the interface IDs of the devices on the network, which bits in the IPv6 address will you be modifying?

The first 48 bits of the IPv6 address

Incorrect. The first 48 bits make up the global routing prefix. The last (rightmost) 64 bits make up the interface ID. A simplistic analogy is to say that the interface ID of an IPv6 address is equivalent to the host portion of an IPv4 address.

The 16 bits following the first 48

The last 64 bits of the IPv6 address

The last 32 bits of the IPv6 address

Question 9**5 / 5 pts**

You are a security professional tasked with preventing fraudulent emails. Which DNS records will you configure to help you realize this goal? Select three.

 DKIM

Correct. The DKIM (DomainKeys Identified Mail) record authenticate that an email message came from a trusted source.

 CNAME SPF

Correct. (Sender Policy Framework) record helps protect against email spoofing by informing the receiving email server which servers can send emails from your domain.

 MX DMARC

Correct. The DMARC (Domain-based Message Authentication, Reporting, and Conformance) records tell the receiving email server what to do when it receives fraudulent emails.

Incorrect**Question 10****0 / 5 pts**

The owner of a small loan brokerage firm does not know much about computers but has always been concerned with security, so he buys a used enterprise grade router. Mango, a loan officer with a little bit of IT knowledge,

configures FE80::1 as the only address on the internal interface of the router.

What effect will this have?

- Nothing because the address is routable.

Incorrect. FE80::1 is a link-local IPv6 address. Link-local addresses are not routable so the configuration will suppress internet access. Configuring a global unicast address will allow devices to have internet access.

- Internet access will now be suppressed.
- NAT will translate it to a public address.
- Security will be dramatically improved.

Question 11

5 / 5 pts

Kwan, a fifth-grade teacher, has been learning about computers but does not know much about networking. He found a hub in the supply closet and decided to create a small network in his classroom consisting of a file/application server, 10 relatively new computers, and a printer. The students often complain that the computers are slow, but one student blames it on the network. What can Kwan do to eliminate complaints?

- Upgrade to more powerful PCs
- Replace the hub with a switch

Correct. Hubs employs older technology, operate at 10/100 Mbps, and share the bandwidth with all the devices connected to it. This means signals will collide and delay transmissions as the network recovers. A modern-day switch has 1 Gbps ports and every port is capable of operating at that speed because the bandwidth is not shared. There are network design considerations that need to be taken into account but a switch will outperform a hub in all cases.

- Upgrade to a better router
- Use NICs that support 1 Gbps

Question 12

5 / 5 pts

Torino receives a call from a SOHO client who says her computer is not working. He goes to her office and checks the network settings. He notices that the default gateway entry is blank, yet he can ping the router. Once he enters the default gateway, the problem is solved. What did the client mean when she said her computer is not working?

- The network interface card was disabled
- The computer had no internet access

Correct. If the default gateway is not set, the computer will not be able to send traffic outside of the local network. He can ping the default gateway because the router interface is part of the local network. The address on the router interface is the default gateway but the computer does not know this unless it is explicitly configured either manually or automatically using DHCP.

- She could not print on the local printer
- The computer had an invalid IP address

Question 13

5 / 5 pts

You are running a performance test using three different browsers on the same computer to simultaneously access the same web site. What numeric identifier or address is used to keep the three connections separate at the application (browser) level?

- MAC Address
- Port number

Correct. The port number is used to identify the application or service running on the host. It is used to create a socket which is the combination of the IP address and the port number such as 192.168.1.1:8000. The IP address identifies the host, and the port number identifies the application or service running on the host. Since the three browsers are running on the same system, the socket will have the same IP address, but each will have a different port number to help keep the three connections or conversations separate. The source port number is assigned randomly, but the destination port number for the service being requested, HTTP (web server), is 80 (443 for HTTPS).

- IP address
- FQDN

Incorrect

Question 14

0 / 5 pts

Jesenia read an article that said stored data, such as when you are downloading an app, is transmitted using TCP, but live-streaming events are transmitted using UDP. Why would this be true? Select two.



- TCP is reliable and ensures the delivery of data using a connection-oriented mechanism.

Correct. TCP (Transmission Control Protocol) is reliable and uses a connection-oriented mechanism to guarantee the delivery of data. It expects an acknowledgement from the destination. If it does not receive one, it resends the data.



- UDP uses acknowledgements to ensure and guarantee the delivery of important data.

Incorrect. UDP (User Datagram Protocol) is considered a best-effort protocol and does not guarantee delivery of data. It neither uses acknowledgements nor does it retransmit lost PDUs (protocol data units).



UDP will retransmit data that has been lost during the transmission to guarantee delivery.

Incorrect. UDP (User Datagram Protocol) is considered a best-effort protocol and does not guarantee delivery of data. It neither uses acknowledgements nor retransmit lost PDUs (protocol data units).



UDP is fast and does not retransmit lost data so as not to disrupt the live video feed.

Correct. Live stream video feeds and real-time calls using Voice over IP are best delivered in a continuous stream so as not to disrupt the experience. If a live-stream video packet is lost, the video quality may be degraded for a second. If a voice packet is lost, the recipient could ask to repeat the statement.



Stored data is transmitted to a specific device, but live-stream data is sent to various devices.

Incorrect. Stored data could be sent one or more device using TCP. For example, streaming a stored movie from a subscription-based streaming service can be sent to more than one device simultaneously using TCP. In the same way, live-stream data, such as an online video call, can be delivered to one user or multiple users at once using UDP.

Question 15

5 / 5 pts

You buy a cable that has RJ-45 connectors. For what type of transmission will the cable be used?

Cellular

Cable

Fiber

DSL

Ethernet

Correct. Ethernet patch cables are copper twisted pair cables using RJ-45 connectors. RJ-45 connectors are constructed to accept up to four pairs of individual wires.

Question 16

5 / 5 pts

Ramah is preparing a presentation on networking terminology. She wants to ensure everyone understands the difference between a node and a host. How should she define these terms? Select three.

Every host is a node, but not every node is a host.

Correct. All hosts and nodes have an IP address and are accessible through the network. However, a host is a general-purpose computer and can be either a client or a server. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer.

A host can be either a client or a server, but not both.

A host has an IP address a node has a MAC address.

A node is not used to run a variety of applications.

Correct. Depending on the network, a node that is not a host typically provides a specialized function such as a router, switch, or a printer. It is not a general-purpose computing device that provides client/server functionality.

A smart thermostat is an example of a node.

Correct. Devices that connect to the network such as routers, switches, hubs and even smart thermostats are considered nodes. A node that is not a host does not typically provide client/server functionality as would a web, DHCP, or DNS server.

Question 17

5 / 5 pts

You log in to a wireless router with administrative privileges and change the SSID. What exactly have you done?

Changed the network name

Correct. The network name for a wireless router is the SSID (Service Set Identifier). When you connect to a wireless network, you may see multiple networks names available for selection; these are the SSIDs. Most are secure so you will need a password to connect.

Changed the MAC address

Changed the IP address

Changed the subnet mask

- You cannot change the SSID

Incorrect**Question 18****0 / 5 pts**

You are asked to add a resource record in the DNS namespace for a website your company wants to publish. Which of the following entries will you make?

- www.company.com IN A 209.165.200.5 14440

Incorrect. The proper format is resource name (www.company.com), record type (A), class code (IN), TTL (14440), Data (209.165.200.5). The record type of A is the address record and points a host name to its IP address. The class code IN means the record is allowed on the internet. The TTL is the time-to-live and represents the time a server can hold the record in its cache. The data is the IP address mapped to the host.

- www.company.com 14440 209.165.200.5 A IN
- www.company.com A IN 14440 209.165.200.5
- www.company.com 209.165.200.5 IN A 14440

Incorrect**Question 19****0 / 5 pts**

A restricted computer lab at a college has been set up with local authentication. Students are able to log in but do not have internet access. You check the network settings on one of the computers and it has an IP address of 169.254.1.10. What is the problem?

The AAA server is not reachable

The NAT server is not reachable

Incorrect. NAT is used to translate private IP addresses to public IP addresses. Private IP addresses can be used by all organizations and there will be no conflict because those addresses are not routable (not allowed on the internet). NAT translates those addresses into public IP addresses allowing those devices to gain access to the internet.

The DNS server is not reachable

The DHCP server is not reachable

Incorrect

Question 20

0 / 5 pts

A small company has a few users that are spending too much time on specific social media web sites; this is affecting their productivity at work. The manager asks if it is possible to limit access to those sites.

Which of the following will satisfy the request while not limiting access to other websites?

Implement MAC filtering on the router for the PCs that are accessing the sites.

Incorrect. MAC filtering will keep the PCs from connecting to the network entirely. MAC filtering is used to allow or deny network hosts access to the private LAN based on the MAC address of the host.

Configure a firewall and add the web sites the users are visiting to the whitelist.



Configure a firewall with content filtering on the PCs of users who visit the sites.



Configure a proxy server as an internet appliance to limit access to the web sites.

Quiz Score: **70** out of 100

M06 Chapter 8 Review Results for Andrew Schmidt

Score for this attempt: **90** out of 100

Submitted Sep 30 at 12:22pm

This attempt took 15 minutes.

Question 1

5 / 5 pts

You are completing a networking assignment and need to connect devices as shown in the schematic. Computer PC1 connects to switch S1. S1 connects to router R1. R1 connects to router R2. R2 connects to switch S2 which connects to computer PC2. None of the devices support auto-linking.

PC1 ----- S1 ----- R1 ----- R2 ----- S2 ----- PC2

Beginning with PC1, what type of cable do you need to connect the devices (XO = crossover, ST = straight-through)?

- XO, XO, ST, XO, XO
- XO, ST, ST, ST, XO
- ST, XO, XO, XO, ST
- ST, ST, XO, ST, ST

Correct!

Correct. Use a straight-through cable to connect a PC to a switch or to a router. Use a straight-through cable to connect a switch to a router. Use a cross-over cable to connect like devices such as router to router, switch to switch, and PC to PC.

Question 2

0 / 5 pts

You buy a PoE (Power over Ethernet) security camera in a liquidation sale that requires at least 22 Watts of power. Before installing it, you test it by connecting it to a switch capable of transmitting power based on the PoE IEEE 802.3af standard. However, the camera does not turn on. Which of the following best describes the problem?

Correct Answer

The PoE device is not transmitting enough power to turn on the camera

You Answered

You need to connect a PoE injector to send more power to the switch

Incorrect. You do not use a PoE injector to send additional power to the switch. A PoE injector is used in cases where the switch does not have PoE capabilities. The problem is the camera requires more power than the switch can deliver (15.4 watts for IEEE 802.3af).



The camera is using a PoE standard that is outdated and not compatible



The firmware on the switch should be upgraded to the IEEE 802.3at standard

Question 3**5 / 5 pts**

Jochi just started college and is using an online LMS (learning management system) to gain access to his assignments. From his perspective, what type of cloud service does the LMS represent?

IaaS PaaS SaaS

Correct. With SaaS (Software as a Service) applications are provided through an online user interface and are compatible with a multitude of devices and operating systems. Examples include Gmail and Netflix.

 XaaS

Question 4

5 / 5 pts

A technician is working at a client's office after hours and needs two cables to finish the work but does not have immediate access to prebuilt cables. One cable needed is for a dial-up connection from the dial-up modem to the existing analog POTS jack on the wall. The other cable is for an Ethernet connection from the computer to the existing keystone jack on the wall. The technician has the necessary wire and connectors to make the cables. Which of the following tools will the technician use to make the cables and then verify that they both work properly? (Select THREE.)

Correct!

 Crimper

Correct. A crimper tool is used to attach connectors onto the ends of a cable. The crimper must be compatible with the crimp (or connector). Common network and telephone connectors that are attached using a crimper are RJ-45, RJ-11, F-type, and BNC. This question will require RJ-11 crimps as well as RJ-45 crimps.

 Toner probe

Correct! Cable tester

Correct. A cable tester is used to determine whether a cable is good. A good cable is wired correctly (based on the type of cable desired) and provides a complete circuit from end to end for all wires. This question will require the use of a cable tester after each cable is made.

Correct! Cable stripper

Correct. A cable stripper is used to remove the outer sheath from a cable, thus exposing the individual wires or conductors. A cable stripper will be required for this scenario for both cables.

 Punchdown tool Loopback plug

Question 5

5 / 5 pts

Jana is an independent software developer looking for a cloud model that will allow her to easily and quickly provision computing resources, test her application, then release the computing resources when done. Which model should Jana use?

 IaaS PaaS

Correct. With PaaS (Platform as a Service) a developer can build and test an application over the web, and then throw out the machine and start over with a new one easily and quickly.

 SaaS

- XaaS

Question 6

5 / 5 pts

Adelina works at an online retail company where weekend sales spike and generate increased network traffic. She is asked to investigate options to help alleviate network congestion inexpensively. Which solution will help mitigate the problem with relative ease?

Correct!

- Configure VLANs

Correct. Configuring VLANs on the switch breaks up the network into smaller segments thereby reducing network traffic to any one specific network.

- Use CAT-7 cables
- Upgrade the router
- Use 10 Gbps Ethernet

Question 7

5 / 5 pts

Your company is experiencing an increase in malware incidents. Your manager is asking for advice on how best to verify that company-owned workstations are up-to-date with security patches, anti-malware requirements, and software application updates. The manager is also concerned that employee-owned devices connecting to the corporate LAN have the same level of security as the company devices.

Which of the following protections and services should you recommend?

- Implement a firewall with packet inspection.
- Implement an intrusion detection system appliance.
- Implement an endpoint management server appliance.

Correct. An endpoint management server will monitor endpoint devices on the network to ensure they meet the most current security requirements. If security requirements are met, the device is granted access to the network. The user or device will still be required to authenticate on the network. If the endpoint management server determines a device does not meet the minimum security requirements, the device's access to the network is blocked.

- Implement an intrusion prevention system.

Question 8

5 / 5 pts

You just completed a contract setting up the network in a new 10-story office building for a commercial airline company. They are not happy with their VoIP service. You troubleshoot and determine you need to modify the QoS policies. Which type of traffic should have the highest priority?

- FTP
- Web
- Data
- Voice

Correct!

Correct. Voice traffic should have the highest quality of service (QoS) to ensure the calls are loud, clear, and without echoing, delay, or static.

Question 9

5 / 5 pts

A coworker is asking for your advice on a problem with a computer that will not communicate on the network. While assisting the coworker, you suspect that the wired NIC may have failed.

Which of the following will you recommend to your coworker as the best tool to diagnose this issue?

Wi-Fi analyzer

Loopback plug

Correct. A loopback plug is used to reroute a network port's output signal back to the same port's input pins. Performing a loopback test will verify whether the port on the NIC is functioning.

Punchdown tool

Cable tester

Question 10

5 / 5 pts

You are using a crimper to attach an RJ-45 connector to a Cat 6 UTP cable. Your company requires that all cabling follow the TIA/EIA 568A standard.

Starting with pin 1 of the modular plug, which wire color code will you use?



Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown

Correct!

Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown

Correct. This is the correct color code for the T568A standard starting with pin 1.



Orange/white, orange, green/white, green, blue/white, blue, brown/white, brown



Green/white, green, orange/white, orange, blue/white, blue, brown/white, brown

Question 11

5 / 5 pts

A technician has verified that a bad Cat6 cable run in the wall is responsible for a workstation's lack of communication on the network.

Which of the following tools can be used to pinpoint the location of the cable inside the wall?

Wi-Fi analyzer

Network multimeter

Cable tester

Toner probe

Correct!

Correct. The toner probe (also called tone generator and probe) is used to locate copper cable runs in walls and at their termination points.

Question 12

5 / 5 pts

A geospatial company uses LRFW networks because it allows them to transmit signals across large distances that can sometimes exceed 100 miles. What features of LRFW enable this capability? Select two.

Correct!

Highly directional antennas

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

High frequency transmission

High bandwidth transmitter

High orbital geospatial satellite

High power transmission

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

Question 13

5 / 5 pts

Which of the following tools can the technician use to help determine whether her suspicions are correct?

- Toner probe
- Cable tester
- Loopback plug
- Wi-Fi analyzer

Correct!

Correct. The Wi-Fi analyzer is used to find wireless networks, determine wireless signal strength and channels in use, and much more. Channel overlap is when multiple devices have wireless channels that are interfering with each other. Determining which channels are in use by the devices will assist the technician in configuring the wireless devices with non-overlapping channels.

Question 14

5 / 5 pts

Mr. Sales knocks on your door and tries to sell you a faucet with the ability to notify you through your cell phone if it springs a leak. What technology enables this capability?

- PoE
- SDN
- IoT

Correct!

Correct. IoT represents the Internet of Things. It refers to the ability to connect what could, at one point in time be considered non-traditional devices, to a network such as doorbells, baby monitors, appliances, and thermostats. Depending on the configuration, these devices can be controlled remotely or used for monitoring through the internet.

- SCADA

Question 15

5 / 5 pts

You are using Wireshark to troubleshoot activity on your network because the performance seems to have degraded over the last two days. What can you discover using Wireshark?

- Port flapping on a switch
- Defective network cable
- High usage by a network client

Correct. Wireshark is network monitoring software used to capture and analyze traffic.

- Wireless interference

Question 16

5 / 5 pts

A corporation requires a connection between two campus building that are 250 meters apart. The link must be able to carry traffic at 8 Gbps, at the very least.

Which of the following cable combinations will meet these requirements?

- Coaxial cable with BNC connectors
- Cat6 STP cable with RJ-45 connectors
- 10GBase cable with either SC or LC connectors

Correct!

Correct. 10GBase ER, 10GBase SR, 10GBase SW, and 10GBase SX fiber-optic cables using either an SC or LC connector operate at 10 Gbps at up to 550 meters.

- Cat5e UTP cable with RJ-45 connectors

Question 17

0 / 5 pts

Which of the following is a function of an endpoint management server appliance?

-
- Filtering the web content delivered to users on the local area network.
- Scanning incoming and outgoing corporate email for spam, malware, and viruses.

Incorrect. Anti-malware, anti-spam, and antivirus scanning can be performed by a proxy server, a UTM or security appliance, or a server.

You Answered

Correct Answer

- Restricting a device's access to the network until security requirements are met.



Providing authentication services for all network-connected devices.

Question 18**5 / 5 pts**

Abigail needs to move out of state to take care of her mother. She will need secure remote access to continue working as a cloud engineer. What type of connection does Abigail need to securely access the computing resources at her company?

 UTM Firewall WAP VPN

Correct. A virtual private network (VPN) will allow a secure remote connection over the internet, which is a public network. This is realized by creating a secure connection and encrypting all the data flowing between the client device and the company.

Question 19**5 / 5 pts**

Online activity for a retail company rises dramatically in November and December. Which cloud computing feature allows them to automatically scale up or down their computing resources to meet demand?

Correct! Rapid Elasticity

Correct. Rapid elasticity is the ability of the cloud service to be scaled up or down as the need level changes for a particular customer.

 High Availability Metered Utilization File Synchronization**Question 20****5 / 5 pts**

Reyad is preparing for a hands-on Linux exam. He wants to practice in an isolated environment on his computer because he does not want his live system to be negatively affected. Which of the following should he implement?

 Cross-platform virtualization Application virtualization NIC virtualization Sandbox

Correct. A sandbox is an isolated environment users and developers can learn and experiment safely without affecting the live environment.

Correct!**Quiz Score: 90 out of 100**

M06 Chapter 8 Review Results for Andrew Schmidt



Score for this attempt: **65** out of 100

Submitted Sep 30 at 11:44am

This attempt took 29 minutes.

Incorrect

Question 1

0 / 5 pts

A technician is working at a client's office after hours and needs two cables to finish the work but does not have immediate access to prebuilt cables. One cable needed is for a dial-up connection from the dial-up modem to the existing analog POTS jack on the wall. The other cable is for an Ethernet connection from the computer to the existing keystone jack on the wall. The technician has the necessary wire and connectors to make the cables.

Which of the following tools will the technician use to make the cables and then verify that they both work properly? (Select THREE.)

Crimper

Correct. A crimper tool is used to attach connectors onto the ends of a cable. The crimper must be compatible with the crimp (or connector). Common network and telephone connectors that are attached using a crimper are RJ-45, RJ-11, F-type, and BNC. This question will require RJ-11 crimps as well as RJ-45 crimps.

Toner probe

Incorrect. The toner probe (also called tone generator and probe) is used to locate copper cable runs in walls and at their termination points.

Cable tester

Correct. A cable tester is used to determine whether a cable is good. A good cable is wired correctly (based on the type of cable desired) and provides a complete circuit from end to end for all wires. This question will require the use of a cable tester after each cable is made.

- Cable stripper

Correct. A cable stripper is used to remove the outer sheath from a cable, thus exposing the individual wires or conductors. A cable stripper will be required for this scenario for both cables.

- Punchdown tool

Incorrect. A punchdown tool is used to terminate twisted pair cabling into a keystone jack (at the workstation end) and the patch panel (at the network closet end). The punchdown tool must be compatible with the type of termination desired, that is, 110-block for Cat5 and higher data and 66-block for telephone. The punchdown tool will not be needed for this scenario because the two wall jacks are already installed.

- Loopback plug

Incorrect. A loopback plug is used to reroute a network port's output signal back to the same port's input pins. Performing a loopback test will verify whether the port on the device is functioning.

Incorrect

Question 2

0 / 5 pts

To reduce costs, a company wants to slowly transition and eventually eliminate their dependency on their own hardware, datacenter, and IT personnel to manage the data center. What would you initially recommend?

- Public cloud services
- Client-side virtualization

Incorrect. Client-side virtualization is far too limited in scope so it will not work. Starting with a hybrid cloud would be more appropriate.

- Hypervisor services
- Hybrid cloud services

Question 3

5 / 5 pts

Abigail needs to move out of state to take care of her mother. She will need secure remote access to continue working as a cloud engineer. What type of connection does Abigail need to securely access the computing resources at her company?

- UTM
- Firewall
- WAP
- VPN

Correct. A virtual private network (VPN) will allow a secure remote connection over the internet, which is a public network. This is realized by creating a secure connection and encrypting all the data flowing between the client device and the company.

Question 4**5 / 5 pts**

Your company is experiencing an increase in malware incidents. Your manager is asking for advice on how best to verify that company-owned workstations are up-to-date with security patches, anti-malware requirements, and software application updates. The manager is also concerned that employee-owned devices connecting to the corporate LAN have the same level of security as the company devices.

Which of the following protections and services should you recommend?

- Implement a firewall with packet inspection.
- Implement an intrusion detection system appliance.
- Implement an endpoint management server appliance.

Correct. An endpoint management server will monitor endpoint devices on the network to ensure they meet the most current security requirements. If security requirements are met, the device is granted access to the network. The user or device will still be required to authenticate on the network. If the endpoint management server determines a device does not meet the minimum security requirements, the device's access to the network is blocked.

- Implement an intrusion prevention system.

Question 5**5 / 5 pts**

Jochi just started college and is using an online LMS (learning management system) to gain access to his assignments. From his perspective, what type of cloud service does the LMS represent?

IaaS PaaS SaaS

Correct. With SaaS (Software as a Service) applications are provided through an online user interface and are compatible with a multitude of devices and operating systems. Examples include Gmail and Netflix.

 XaaS

Question 6

5 / 5 pts

Nikita attempts to install a hypervisor on her laptop. When she tries to create a virtual machine an error message suggests that virtualization is not supported. Where can she check to see if virtualization is enabled?

 UEFI/BIOS

Correct. Access the motherboard BIOS/UEFI to enable virtualization as needed.

 Control Panel Device Manager Programs and Features

Question 7**5 / 5 pts**

A technician has verified that a bad Cat6 cable run in the wall is responsible for a workstation's lack of communication on the network.

Which of the following tools can be used to pinpoint the location of the cable inside the wall?

- Wi-Fi analyzer
- Network multimeter
- Cable tester
- Toner probe

Correct. The toner probe (also called tone generator and probe) is used to locate copper cable runs in walls and at their termination points.

Incorrect**Question 8****0 / 5 pts**

A large corporation needs a high-speed network to test a product that will backup and restore terabytes of data. What type of network should they use?

- LAN

Incorrect. A LAN (local area network) covers a small local area using wired and wireless technology allowing devices in the network to communicate with each other and share resources. A SAN (storage area network) is more conducive to storing and retrieving large amounts of data.

- MAN
- PAN
- SAN
- WLAN

Question 9**5 / 5 pts**

Online activity for a retail company rises dramatically in November and December. Which cloud computing feature allows them to automatically scale up or down their computing resources to meet demand?

- Rapid Elasticity

Correct. Rapid elasticity is the ability of the cloud service to be scaled up or down as the need level changes for a particular customer.

- High Availability
- Metered Utilization
- File Synchronization

Question 10**5 / 5 pts**

Which of the following tools can the technician use to help determine whether her suspicions are correct?

- Toner probe
- Cable tester
- Loopback plug
- Wi-Fi analyzer

Correct. The Wi-Fi analyzer is used to find wireless networks, determine wireless signal strength and channels in use, and much more. Channel overlap is when multiple devices have wireless channels that are interfering with each other. Determining which channels are in use by the devices will assist the technician in configuring the wireless devices with non-overlapping channels.

Incorrect**Question 11****0 / 5 pts**

A geospatial company uses LRFW networks because it allows them to transmit signals across large distances that can sometimes exceed 100 miles. What features of LRFW enable this capability? Select two.

- Highly directional antennas

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

- High frequency transmission

Incorrect. High frequency transmission in and of itself does not translate to large distances to create point-to-point connections. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances.

- High bandwidth transmitter

Incorrect. Bandwidth refers to the theoretical maximum number of bits that can be transmitted per unit of time. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

- High orbital geospatial satellite

Incorrect. LRFW networks provide an alternative to either cellular or satellite internet access. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

- High power transmission

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

Incorrect

Question 12

0 / 5 pts

In which of the following situations should you install an IPS instead of an IDS?



You want to improve access times to frequently accessed websites.



You want to document any instance of malicious activity on your LAN.



You want to block a single MAC address from accessing your LAN.

Incorrect. MAC address filtering is used to prevent connected devices from accessing the LAN. MAC address filtering is not a service provided by an IPS.



You want to block unauthorized activity on your LAN from the Internet.

Incorrect

Question 13

0 / 5 pts

You are tasked with securing a network for a client that requires a spam gateway, VPN, anti-malware as well as an end-point management system.

Which of the following would best help you meet the requirements of the client?



Implement a firewall.



Implement an IPS.



Implement a UTM appliance.



Implement identity-based ACLs.

Incorrect. The requirements of the client entail an identity-based ACL (access control list), but other protections and services are required. The ACLs are used to control access to users as well as log and report misuse, data leaks, and unauthorized access to resources.

- Implement an IDS.

Question 14

5 / 5 pts

A corporation requires a connection between two campus buildings that are 250 meters apart. The link must be able to carry traffic at 8 Gbps, at the very least. Which of the following cable combinations will meet these requirements?

- Coaxial cable with BNC connectors
- Cat6 STP cable with RJ-45 connectors
- 10GBase cable with either SC or LC connectors

Correct. 10GBase ER, 10GBase SR, 10GBase SW, and 10GBase SX fiber-optic cables using either an SC or LC connector operate at 10 Gbps at up to 550 meters.

- Cat5e UTP cable with RJ-45 connectors

Question 15

5 / 5 pts

A coworker is asking for your advice on a problem with a computer that will not communicate on the network. While assisting the coworker, you suspect

that the wired NIC may have failed.

Which of the following will you recommend to your coworker as the best tool to diagnose this issue?

Wi-Fi analyzer

Loopback plug

Correct. A loopback plug is used to reroute a network port's output signal back to the same port's input pins. Performing a loopback test will verify whether the port on the NIC is functioning.

Punchdown tool

Cable tester

Question 16

5 / 5 pts

You are using a crimper to attach an RJ-45 connector to a Cat 6 UTP cable.

Your company requires that all cabling follow the TIA/EIA 568A standard.

Starting with pin 1 of the modular plug, which wire color code will you use?

Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown

Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown

Correct. This is the correct color code for the T568A standard starting with pin 1.



Orange/white, orange, green/white, green, blue/white, blue, brown/white, brown



Green/white, green, orange/white, orange, blue/white, blue, brown/white, brown

Question 17

5 / 5 pts

Mr. Sales knocks on your door and tries to sell you a faucet with the ability to notify you through your cell phone if it springs a leak. What technology enables this capability?

PoE

SDN

IoT

Correct. IoT represents the Internet of Things. It refers to the ability to connect what could, at one point in time be considered non-traditional devices, to a network such as doorbells, baby monitors, appliances, and thermostats. Depending on the configuration, these devices can be controlled remotely or used for monitoring through the internet.

SCADA

Question 18

5 / 5 pts

Adelina works at an online retail company where weekend sales spike and

generate increased network traffic. She is asked to investigate options to help alleviate network congestion inexpensively. Which solution will help mitigate the problem with relative ease?

Configure VLANs

Correct. Configuring VLANs on the switch breaks up the network into smaller segments thereby reducing network traffic to any one specific network.

- Use CAT-7 cables
- Upgrade the router
- Use 10 Gbps Ethernet

Question 19

5 / 5 pts

What is the purpose for the twists in twisted pair Ethernet cabling?

- Increase the maximum cable distance.
- Reduce crosstalk between wire pairs.

Correct. The twists in a twisted pair cable reduce crosstalk between pairs. Crosstalk is interference induced by a wire that interferes with neighboring wires.

- Decrease the signal strength over distance.
- Increase fire resistance in ceiling cavities.

Incorrect

Question 20**0 / 5 pts**

Jana is an independent software developer looking for a cloud model that will allow her to easily and quickly provision computing resources, test her application, then release the computing resources when done. Which model should Jana use?

 IaaS

Incorrect. With IaaS (Infrastructure as a Service) the provider owns and manages the physical hardware, but the client rents the hardware and uses it virtually, including servers, storage, and networking. The client is also responsible for all the software including the operating system, applications, data management, and backup.

 PaaS SaaS XaaS**Quiz Score: 65 out of 100**

M06 Chapter 8 Review Results for Andrew Schmidt



Score for this attempt: **75** out of 100

Submitted Sep 30 at 12:06pm

This attempt took 21 minutes.

Question 1

5 / 5 pts

Reyad is preparing for a hands-on Linux exam. He wants to practice in an isolated environment on his computer because he does not want his live system to be negatively affected. Which of the following should he implement?

- Cross-platform virtualization
- Application virtualization
- NIC virtualization
- Sandbox

Correct. A sandbox is an isolated environment users and developers can learn and experiment safely without affecting the live environment.

Question 2

5 / 5 pts

Ibrahim is a computer teacher at a large high school with an 802.11n wireless network. They ask him to run a 1 Gbps Ethernet cable from a switch to a computer that happens to be 150 meters away. How should he best proceed?

- Forgo the Ethernet cable and use a wireless extender.
- Forgo the Ethernet cable and use a wireless access point.
- Use two 75-meter-long cables with a switch in between.

Correct. Since Ethernet limits the maximum cable length to 100 meters, two 75-meter cables with a switch in between will satisfy the requirement.

- Use one Ethernet cable that is 150 meters in length.

Question 3

5 / 5 pts

Online activity for a retail company rises dramatically in November and December. Which cloud computing feature allows them to automatically scale up or down their computing resources to meet demand?

- Rapid Elasticity

Correct. Rapid elasticity is the ability of the cloud service to be scaled up or down as the need level changes for a particular customer.

- High Availability
- Metered Utilization
- File Synchronization

Incorrect

Question 4**0 / 5 pts**

In which of the following situations should you install an IPS instead of an IDS?



You want to improve access times to frequently accessed websites.



You want to document any instance of malicious activity on your LAN.

Incorrect. Both an IDS (intrusion detection system) and IPS (intrusion prevention system) will log malicious activity. An IPS can also respond and block the activity.



You want to block a single MAC address from accessing your LAN.



You want to block unauthorized activity on your LAN from the Internet.

Question 5**5 / 5 pts**

A technician is working at a client's office after hours and needs two cables to finish the work but does not have immediate access to prebuilt cables. One cable needed is for a dial-up connection from the dial-up modem to the existing analog POTS jack on the wall. The other cable is for an Ethernet connection from the computer to the existing keystone jack on the wall. The technician has the necessary wire and connectors to make the cables.

Which of the following tools will the technician use to make the cables and then verify that they both work properly? (Select THREE.)

Crimper

Correct. A crimper tool is used to attach connectors onto the ends of a cable. The crimper must be compatible with the crimp (or connector). Common network and telephone connectors that are attached using a crimper are RJ-45, RJ-11, F-type, and BNC. This question will require RJ-11 crimps as well as RJ-45 crimps.

 Toner probe Cable tester

Correct. A cable tester is used to determine whether a cable is good. A good cable is wired correctly (based on the type of cable desired) and provides a complete circuit from end to end for all wires. This question will require the use of a cable tester after each cable is made.

 Cable stripper

Correct. A cable stripper is used to remove the outer sheath from a cable, thus exposing the individual wires or conductors. A cable stripper will be required for this scenario for both cables.

 Punchdown tool Loopback plug

Incorrect

Question 6

0 / 5 pts

Jana is an independent software developer looking for a cloud model that will allow her to easily and quickly provision computing resources, test her application, then release the computing resources when done. Which model should Jana use?

IaaS PaaS SaaS

Incorrect. With SaaS (Software as a Service) applications are provided through an online user interface and are compatible with a multitude of devices and operating systems. Examples include Dropbox, cloud-based Microsoft Office 365, and Canva which is an online design tool for creating content for social media.

 XaaS

Question 7

5 / 5 pts

Which of the following tools can the technician use to help determine whether her suspicions are correct?

 Toner probe Cable tester Loopback plug Wi-Fi analyzer

Correct. The Wi-Fi analyzer is used to find wireless networks, determine wireless signal strength and channels in use, and much more. Channel overlap is when multiple devices have wireless channels that are interfering with each other. Determining which channels are in use by the devices will assist the technician in configuring the wireless devices with non-overlapping channels.

Incorrect

Question 8**0 / 5 pts**

You are completing a networking assignment and need to connect devices as shown in the schematic. Computer PC1 connects to switch S1. S1 connects to router R1. R1 connects to router R2. R2 connects to switch S2 which connects to computer PC2. None of the devices support auto-linking.

PC1 - - - S1 - - - R1 - - - R2 - - - S2 - - - PC2

Beginning with PC1, what type of cable do you need to connect the devices (XO = crossover, ST = straight-through)?

XO, XO, ST, XO, XO

Incorrect. Use a straight-through cable to connect a PC to a switch or to a router. Use a straight-through cable to connect a switch to a router. Use a cross-over cable to connect like devices such as router to router, switch to switch, and PC to PC.

XO, ST, ST, ST, XO

ST, XO, XO, XO, ST

ST, ST, XO, ST, ST

Question 9**5 / 5 pts**

A corporation requires a connection between two campus building that are 250 meters apart. The link must be able to carry traffic at 8 Gbps, at the very least. Which of the following cable combinations will meet these requirements?

- Coaxial cable with BNC connectors
- Cat6 STP cable with RJ-45 connectors
- 10GBase cable with either SC or LC connectors

Correct. 10GBase ER, 10GBase SR, 10GBase SW, and 10GBase SX fiber-optic cables using either an SC or LC connector operate at 10 Gbps at up to 550 meters.

- Cat5e UTP cable with RJ-45 connectors

Incorrect

Question 10

0 / 5 pts

You are tasked with securing a network for a client that requires a spam gateway, VPN, anti-malware as well as an end-point management system.

Which of the following would best help you meet the requirements of the client?

- Implement a firewall.
- Implement an IPS.
- Implement a UTM appliance.
- Implement identity-based ACLs.
- Implement an IDS.

Incorrect. The requirements of the client necessitate an IDS (intrusion detection system); however, other protections and services are required. An IDS will monitor, detect, log, and send alerts of malicious activity, but it will not prevent the attack. An IPS is required for prevention.

Question 11

5 / 5 pts

Mr. Sales knocks on your door and tries to sell you a faucet with the ability to notify you through your cell phone if it springs a leak. What technology enables this capability?

- PoE
- SDN
- IoT

Correct. IoT represents the Internet of Things. It refers to the ability to connect what could, at one point in time be considered non-traditional devices, to a network such as doorbells, baby monitors, appliances, and thermostats. Depending on the configuration, these devices can be controlled remotely or used for monitoring through the internet.

- SCADA

Question 12

5 / 5 pts

A coworker is asking for your advice on a problem with a computer that will

not communicate on the network. While assisting the coworker, you suspect that the wired NIC may have failed.

Which of the following will you recommend to your coworker as the best tool to diagnose this issue?

Wi-Fi analyzer

Loopback plug

Correct. A loopback plug is used to reroute a network port's output signal back to the same port's input pins. Performing a loopback test will verify whether the port on the NIC is functioning.

Punchdown tool

Cable tester

Question 13

5 / 5 pts

What is the purpose for the twists in twisted pair Ethernet cabling?

- Increase the maximum cable distance.
- Reduce crosstalk between wire pairs.

Correct. The twists in a twisted pair cable reduce crosstalk between pairs. Crosstalk is interference induced by a wire that interferes with neighboring wires.

- Decrease the signal strength over distance.
- Increase fire resistance in ceiling cavities.

Question 14

5 / 5 pts

You are using a crimper to attach an RJ-45 connector to a Cat 6 UTP cable. Your company requires that all cabling follow the TIA/EIA 568A standard.

Starting with pin 1 of the modular plug, which wire color code will you use?

-
- Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown
-
- Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown

Correct. This is the correct color code for the T568A standard starting with pin 1.



Orange/white, orange, green/white, green, blue/white, blue, brown/white, brown



Green/white, green, orange/white, orange, blue/white, blue, brown/white, brown

Question 15

5 / 5 pts

Nikita attempts to install a hypervisor on her laptop. When she tries to create a virtual machine an error message suggests that virtualization is not supported. Where can she check to see if virtualization is enabled?



UEFI/BIOS

Correct. Access the motherboard BIOS/UEFI to enable virtualization as needed.



Control Panel



Device Manager



Programs and Features

Incorrect

Question 16

0 / 5 pts

You are using Wireshark to troubleshoot activity on your network because the performance seems to have degraded over the last two days. What can you discover using Wireshark?

- Port flapping on a switch
- Defective network cable
- High usage by a network client
- Wireless interference

Incorrect. A network analyzer or RF spectrum analyzer can be used to find the source of wireless interference. Wireshark is network monitoring software used to capture and analyze traffic.

Question 17

5 / 5 pts

A large corporation needs a high-speed network to test a product that will backup and restore terabytes of data. What type of network should they use?

- LAN
- MAN
- PAN
- SAN

Correct. A SAN (storage area network) is a specialized high-speed network used for storing and sharing files. Storage pools can be configured and presented to a variety of server types.

- WLAN

Question 18**5 / 5 pts**

You just completed a contract setting up the network in a new 10-story office building for a commercial airline company. They are not happy with their VoIP service. You troubleshoot and determine you need to modify the QoS policies. Which type of traffic should have the highest priority?

- FTP
- Web
- Data
- Voice

Correct. Voice traffic should have the highest quality of service (QoS) to ensure the calls are loud, clear, and without echoing, delay, or static.

Question 19**5 / 5 pts**

Adelina works at an online retail company where weekend sales spike and generate increased network traffic. She is asked to investigate options to help alleviate network congestion inexpensively. Which solution will help mitigate the problem with relative ease?

- Configure VLANs

Correct. Configuring VLANs on the switch breaks up the network into smaller segments thereby reducing network traffic to any one specific network.

- Use CAT-7 cables
- Upgrade the router
- Use 10 Gbps Ethernet

Question 20**5 / 5 pts**

Abigail needs to move out of state to take care of her mother. She will need secure remote access to continue working as a cloud engineer. What type of connection does Abigail need to securely access the computing resources at her company?

- UTM
- Firewall
- WAP
- VPN

Correct. A virtual private network (VPN) will allow a secure remote connection over the internet, which is a public network. This is realized by creating a secure connection and encrypting all the data flowing between the client device and the company.

Quiz Score: 75 out of 100

M07 Chapter 9 Review Results for Andrew Schmidt

Score for this attempt: **100** out of 100

Submitted Oct 6 at 6:06pm

This attempt took 6 minutes.

Question 1

5 / 5 pts

The back cover of a mobile device is warmer than usual, and the battery seems to lose its charge much quicker than normal. The user has scanned for malware, closed unused apps, and decreased the brightness level of the screen, but the symptoms persist.

Which of the following is the most likely cause for this behavior?

- The firmware is out of date.
- The charger is defective.
- The AC power outlet is faulty.
- The battery is going bad.

Correct. A battery that is going bad will cause its charge to be depleted much quicker than normal. Many times, a failed or failing battery can cause the device to feel hotter than usual.

Question 2

5 / 5 pts

John just bought a used iPad from a friend who had lost the charging cable. John notices that the cable is similar to the charging cable for his Android smartphone, but not quite the same.

What type of cable will John need to purchase to charge the iPad?

Micro USB Lightning

Correct. The lightning cable and lightning port are used to power most iPads, iPods, and iPhones. Some newer Apple devices use the USB-C connector.

 MiniUSB Mini HDMI

Question 3

5 / 5 pts

Randy is concerned about his company's data security on the Internet. Because cellular signals are not encrypted, he is concerned that the new smartphones given to the sales department will allow a breach. Randy has decided the company needs a more secure way to allow the sales department to connect to the company network over the Internet.

What should Randy deploy to allow the sales department to connect to the company network securely over a cellular data signal?

 SSH VPN

Correct. A VPN creates an encrypted path or tunnel between two devices, making it appear to the computers that they are on the same network.

 IMEI

- POP3

Question 4**5 / 5 pts**

You are asked to install an authentication system at a data center that requires both, a fingerprint scanner, and facial recognition for access. What type of authentication will you implement?

- Two-factor authentication

- Multifactor authentication

- Biometric authentication

Correct. Biometric authentication is based on unique biological characteristics of an individual such voice, facial features, fingerprints, or iris.

- TouchID and FaceID

Question 5**5 / 5 pts**

Dennis is on a road trip with his family. His children want to use their tablet to watch a movie online.

What can Dennis do that will allow the children to watch a video on the Internet while in the car?

- Tether his phone to the tablet.

- Enable wireless sharing.
- Set the tablet to airplane mode.
- Enable a hotspot on his smartphone.

Correct!

Correct. Dennis can create a hotspot on his smartphone. The hotspot will establish a wireless network that the tablet can join, which will enable the children to watch the video on the Internet.

Question 6

5 / 5 pts

A user is asking her smartphone to recommend a restaurant. But even though the cellular service is active and functioning properly, the app seems unable to determine its whereabouts.

What is the first thing the user should check?



The user should check the smartphone's battery for a low charge condition.



The user should check the smartphone for a weak or dropped Wi-Fi signal.



The user should verify location services is enabled on the smartphone.

Correct. Location-aware apps rely on location services. This setting should be checked first.



The user should contact her cellular provider and ask for an update.

Question 7

5 / 5 pts

A large retail chain has asked Dillion to explore wireless technologies to see if there is a better way of tracking apparel inventories.

What technology should Dylan recommend to his company?



NFC tags



Bluetooth receivers

Correct! 4G tracking receivers RFID tags

Correct. RFID tags use a passive or active tag. This technology is used by some companies to track inventory.

Question 8**5 / 5 pts**

Jolie wants to see a list of, and manage, apps on her Android phone. Where can she go on her phone to do this?

 Settings Control center App drawer

Correct. You can see a list of, and manage, apps from the App drawer.

 The dock**Question 9****5 / 5 pts**

Mark has been asked to set up several smartphones to connect to the email server in the company for which he works.

What is the effect of configuring POP3 vs IMAP using the default settings?

Correct!

- IMAP deletes messages from the email server, POP3 does not.
- POP3 deletes messages from the email server, IMAP does not.

Correct. IMAP is an email protocol that can synchronize email between multiple email clients on multiple devices. Using IMAP, Mark and others at the company will be able to read email on all the devices that receive their email. IMAP does not automatically delete messages from the email server when they are downloaded. POP3 is a protocol for receiving email by downloading it to a computer from a mailbox on the server of an Internet service provider. After the email is downloaded, it is deleted from the email server.

- Both will delete messages from the server once downloaded.
- Both will preserve messages on the server once downloaded.

Question 10

5 / 5 pts

Frank is traveling for work with his company laptop and company phone. During a layover, he reviews his files in preparation for a presentation but discovers he forgot an important file. The good news is the file is in cloud storage.

How can Frank download this file? (Select all that apply.)

Correct!

- Use his cellphone to create a hotspot

Correct. Frank can create a hotspot with his smartphone and connect his laptop to the wireless connection. He should make sure the wireless network is secure.

- Use the Wi-Fi service in the airport

Correct!

- Tether his laptop to his smartphone

Correct. Frank can use his charging cable and tether his laptop to his smartphone, which creates an Internet connection using the smartphone as a modem.

- Use a VPN to connect to cloud storage

Question 11**5 / 5 pts**

Arun recently graduated with both, civil and electrical engineering degrees. His first project is to design a system that will replace the manual tolls in a highway with a wireless toll booth collection system. He decides that passing vehicles should have a small device that transmits data to fixed stations at various points along the highway for automated billing. What type of technology should Arun consider to be the most viable?

Correct!

- RFID

Correct. RFID uses wireless technology to transfer data including for example, data from a registered transponder in a vehicle to a wireless toll booth collection system to identify the vehicle with a high degree of accuracy at highway speeds.

- Wi-Fi

- Cellular

- Bluetooth

Question 12**5 / 5 pts**

You want to add another layer of security to your bank account so that when you log in with a username and password, it sends a pin to your phone.

What must you configure to enable this functionality?

Correct!

- Two-factor authentication

Correct. Two-factor authentication requires two different types of authentication to verify your identity. The password is something you know, the pin is something you have (the phone where the pin is displayed).

- Full device encryption
- Biometric authentication
- Fingerprint scanner

Question 13

5 / 5 pts

Juniper wants to buy her father a tablet. He has relatively poor vision, so she does not want him to have to worry about the orientation of the plug on the cable when he charges the device.

Juniper will get her father a tablet with what type of USB charging port?

- Lighting
- MicroUSB
- MiniUSB
- USB-C

Correct!

Correct. The USB-C is the first USB connector that is not polarized. This means the orientation of the plug when connected to the port on the device does not matter. You can flip the plug 180 degrees and it will still fit in port. All previous USB connectors were polarized.

Question 14

5 / 5 pts

Bryson has contacted you because he needs to know what kind of data he can synchronize from his iPad to his PC.

What can Bryson synchronize from his iPad to his PC? (Select all that apply.)

Correct!

Contacts

Correct. Contacts can be synchronized between Bryson's iPad and his PC. He can use iTunes on the PC to synchronize items.

Correct!

Photos

Correct. Photos can be synchronized between Bryson's iPad and his PC. The sync can be done using iTunes by connecting the iPad to a USB port on a PC or wirelessly using Wi-Fi. To sync using Wi-Fi, Bryson will need to turn on the feature with the device connected.

Correct!

Music

Correct. Music can be synchronized between Bryson's iPad and his PC. He can sync the music he purchases on his iPad to his PC so that, if the iPad fails, he will have a backup of the purchases.

Correct!

Notes

Correct. Notes can be synchronized between Bryson's iPad and his PC using iTunes.

Location Data

Calendar

Correct. Calendar can be synchronized between Bryson's iPad and his PC using iTunes. He can then enable iCloud Calendar and have his appointments on both the PC and the iPad.

Correct!

Question 15

5 / 5 pts

A company asks Aurora to work on a mobile device that belongs to a colleague. After her evaluation, she narrows down the list of things to consider doing. They include uninstalling some apps, updating the OS, and possibly performing a factory reset. What would have prompted her to consider these actions?

The device is being returned to the provider.

The performance of the device had degraded.

The device is being prepared for another user.

You are trying to remove suspected malware.

Correct. These steps should be taken when removing malware from a mobile device.

Correct!

Question 16**5 / 5 pts**

You need to create LAN a connection using a mobile device. Which of the following will most readily allow you to create the connection without using a physical tether? Select two.

 Use a USB cable to connect to the LAN Use Wi-Fi to connect to a LAN

Correct. You can use Wi-Fi to connect to a LAN using an access point or a wireless router.

 Use Bluetooth to connect to a LAN Create a mobile Wi-Fi hotspot

Correct. Creating a mobile hotspot will allow other devices to connect thereby creating a LAN connection.

 Use RFID or NFC to connect to the LAN**Question 17****5 / 5 pts**

Collette wants to stream a movie from her iPad to her Apple TV. What type of connection should she use?

 AirDrop

Correct. AirDrop is an Apple wireless standard that uses Bluetooth and Wi-Fi. It enables Apple devices to transfer data within 30 feet.

Correct!

- CDMA
- RFID
- NFC

Question 18**5 / 5 pts**

James wants to sync his Android phone to back up his pictures. However, he does not want to sync his data files.

How can James select what to synchronize from his phone to Google storage?

- Sync app
- Device maintenance
- Connections
- Settings app

Correct. In the Settings app, James can navigate to the Google section. There he will navigate to Backups, where he can change what he wants to back up to Google.

Correct!**Question 19****5 / 5 pts**

Ferran got a new cell phone. But every month he receives a data-usage limit notification even though he has not done anything unusual except use, install, and remove games and apps. What can he do to try to rectify the problem?

- Disable Wi-Fi capabilities to limit data usage.
- Install an app to monitor the amount of data used.
- Upgrade to a better plan that provides more data.
- Verify all apps that are not being used are closed.

Correct!

Correct. Some apps will continue to run in the background and consume data. Closing all unused apps will help limit data usage.

Question 20

5 / 5 pts

Liem just discovered the used phone he bought is on an IMEI blacklist. What does this mean?

- The wireless transmitter is too strong
- He may not be able to activate it

Correct. A user whose phone has been stolen can contact the carrier to place their phone on their IMEI blacklist so that it can be blocked and not used by others.

- The phone will need a factory reset
- Password guesses locked the phone

Quiz Score: 100 out of 100

M07 Chapter 9 Review Results for Andrew Schmidt



Score for this attempt: **66.5** out of 100

Submitted Oct 6 at 5:46pm

This attempt took 28 minutes.

Incorrect

Question 1

0 / 5 pts

You need to create LAN a connection using a mobile device. Which of the following will most readily allow you to create the connection without using a physical tether? Select two.

- Use a USB cable to connect to the LAN

Incorrect. Using a USB tether allows you to connect a laptop to a cell phone to access the internet but requires a physical entity (USB cable). A USB cable in and of itself does not support the Ethernet standard and does not have an RJ-45 plug. There are USB adapters that can be used to connect to a network but not merely with a traditional USB cable.

- Use Wi-Fi to connect to a LAN

Correct. You can use Wi-Fi to connect to a LAN using an access point or a wireless router.

- Use Bluetooth to connect to a LAN

Incorrect. Bluetooth is used to pair two devices that are within about 30 feet.

- Create a mobile Wi-Fi hotspot

Correct. Creating a mobile hotspot will allow other devices to connect thereby creating a LAN connection.

- Use RFID or NFC to connect to the LAN

Incorrect. NFC (near-field Communication) is a type of RFID (radio-frequency identification). NFC creates a link between devices that are within 10 centimeters (about 4 inches). The range of an RFID device depends on the whether it is active (longer range) or passive (shorter range). In a typical implementation neither NFC nor RFID are used to create LAN connections.

Question 2

5 / 5 pts

Benjamin recently issued new mobile phones to the marketing team at his company. Each phone can transmit encrypted information for payments made at a retail checkout counter. The technology also allows the marketing team to share data quickly.

What technology is set up on the marketing team's phones?

- Bluetooth
- Tethering
- NFC

Correct. Near field communication (NFC) allows a phone to transmit encrypted information for making payments at checkout counters and to share files. The NFC range is around 10 cm, or around 3 inches.

- Hotspot

Question 3**5 / 5 pts**

You want to add another layer of security to your bank account so that when you log in with a username and password, it sends a pin to your phone.

What must you configure to enable this functionality?

- Two-factor authentication

Correct. Two-factor authentication requires two different types of authentication to verify your identity. The password is something you know, the pin is something you have (the phone where the pin is displayed).

- Full device encryption
- Biometric authentication
- Fingerprint scanner

Question 4**5 / 5 pts**

Dennis is on a road trip with his family. His children want to use their tablet to watch a movie online.

What can Dennis do that will allow the children to watch a video on the Internet while in the car?

- Tether his phone to the tablet.
- Enable wireless sharing.

- Set the tablet to airplane mode.
- Enable a hotspot on his smartphone.

Correct. Dennis can create a hotspot on his smartphone. The hotspot will establish a wireless network that the tablet can join, which will enable the children to watch the video on the Internet.

Question 5

5 / 5 pts

Derek is planning a camping trip and wants to be able to listen to music at the campsite. Derek currently has a smartphone but does not like the sound coming from the speakers.

What can Derek do to enjoy better sound quality while at the campsite?

- Connect to a Bluetooth speaker.

Correct. Derek can connect using a Bluetooth speaker.

- Tether to his laptop.
- Create a hotspot.
-

Use his smartphone speakers; this is the only way Derek can listen to music on his smartphone.

Question 6

5 / 5 pts

Collette wants to stream a movie from her iPad to her Apple TV. What type of

connection should she use?

AirDrop

Correct. AirDrop is an Apple wireless standard that uses Bluetooth and Wi-Fi. It enables Apple devices to transfer data within 30 feet.

CDMA

RFID

NFC

Incorrect

Question 7

0 / 5 pts

You are asked to install an authentication system at a data center that requires both, a fingerprint scanner, and facial recognition for access. What type of authentication will you implement?

Two-factor authentication

Multifactor authentication

Biometric authentication

TouchID and FaceID

Incorrect. FaceID and TouchID are Apple specific technologies used to authenticate using fingerprint and facial recognition. You could certainly incorporate the type of technology used by FaceID and TouchID but not the specific Apple technology used.

Question 8**5 / 5 pts**

Jolie wants to see a list of, and manage, apps on her Android phone. Where can she go on her phone to do this?

- Settings
- Control center
- App drawer

Correct. You can see a list of, and manage, apps from the App drawer.

- The dock

Question 9**5 / 5 pts**

Randy is concerned about his company's data security on the Internet. Because cellular signals are not encrypted, he is concerned that the new smartphones given to the sales department will allow a breach. Randy has decided the company needs a more secure way to allow the sales department to connect to the company network over the Internet.

What should Randy deploy to allow the sales department to connect to the company network securely over a cellular data signal?

- SSH
- VPN

Correct. A VPN creates an encrypted path or tunnel between two devices, making it appear to the computers that they are on the same network.

- IMEI
- POP3

Partial

Question 10

2.5 / 5 pts

You are in the market for a used smartphone, but you want to ensure it you can use it as a hotspot. Which technology should it support? Select all that apply.

- 2G
- 3G

Incorrect. 3G was faster than 2G. It used CDMA and GSM with download speeds up to 21 Mbps.

- 4G

Correct. 4G was the first standard allowing a device to serve as a mobile hotspot.

- 5G

Correct. 5G offers mobile hotspot capabilities. It has an average speed of 150 Mbps with peak speeds up to 10 Gbps.

Question 11**5 / 5 pts**

A large retail chain has asked Dillion to explore wireless technologies to see if there is a better way of tracking apparel inventories.

What technology should Dylan recommend to his company?

- NFC tags
- Bluetooth receivers
- 4G tracking receivers
- RFID tags

Correct. RFID tags use a passive or active tag. This technology is used by some companies to track inventory.

Incorrect**Question 12****0 / 5 pts**

Frank is traveling for work with his company laptop and company phone. During a layover, he reviews his files in preparation for a presentation but discovers he forgot an important file. The good news is the file is in cloud storage.

How can Frank download this file? (Select all that apply.)

- Use his cellphone to create a hotspot

Correct. Frank can create a hotspot with his smartphone and connect his laptop to the wireless connection. He should make sure the wireless network is secure.

- Use the Wi-Fi service in the airport

Incorrect. Using the Wi-Fi service in the airport is not a secure option and should be avoided. A better alternative is to use the cell phone to create a hotspot.

- Tether his laptop to his smartphone

Correct. Frank can use his charging cable and tether his laptop to his smartphone, which creates an Internet connection using the smartphone as a modem.

- Use a VPN to connect to cloud storage

Incorrect. Frank may want to use a VPN (virtual private network) to securely connect to cloud storage. However, a VPN is used after he connects to the Internet.

Question 13

5 / 5 pts

Jozef is a youngster who writes an app for the iPhone. He posts it on a website, but nobody ever downloads it. He speaks with a senior developer who gives him advice. He implements the advice, and his app now has a lot of downloads. What did Jozef do differently?

- He advertised on popular social media sites

- He placed the app on the Apple App Store

Correct. Having the app approved for sale on the Apple App Store will make it available for download to iPhone users.

- He made the app available on Google Play

- He made the app available on the Play Store

Question 14**5 / 5 pts**

The back cover of a mobile device is warmer than usual, and the battery seems to lose its charge much quicker than normal. The user has scanned for malware, closed unused apps, and decreased the brightness level of the screen, but the symptoms persist.

Which of the following is the most likely cause for this behavior?

- The firmware is out of date.
- The charger is defective.
- The AC power outlet is faulty.
- The battery is going bad.

Correct. A battery that is going bad will cause its charge to be depleted much quicker than normal. Many times, a failed or failing battery can cause the device to feel hotter than usual.

Partial**Question 15****4 / 5 pts**

Bryson has contacted you because he needs to know what kind of data he can synchronize from his iPad to his PC.

What can Bryson synchronize from his iPad to his PC? (Select all that apply.)

- Contacts

Correct. Contacts can be synchronized between Bryson's iPad and his PC. He can use iTunes on the PC to synchronize items.

Photos

Correct. Photos can be synchronized between Bryson's iPad and his PC. The sync can be done using iTunes by connecting the iPad to a USB port on a PC or wirelessly using Wi-Fi. To sync using Wi-Fi, Bryson will need to turn on the feature with the device connected.

Music

Correct. Music can be synchronized between Bryson's iPad and his PC. He can sync the music he purchases on his iPad to his PC so that, if the iPad fails, he will have a backup of the purchases.

Notes

Correct. Notes can be synchronized between Bryson's iPad and his PC using iTunes.

Location Data

Incorrect. Location Data cannot be synchronized between Bryson's iPad and his PC using iTunes.

Calendar

Correct. Calendar can be synchronized between Bryson's iPad and his PC using iTunes. He can then enable iCloud Calendar and have his appointments on both the PC and the iPad.

Question 16

5 / 5 pts

James wants to sync his Android phone to back up his pictures. However, he does not want to sync his data files.

How can James select what to synchronize from his phone to Google storage?

- Sync app
- Device maintenance
- Connections
- Settings app

Correct. In the Settings app, James can navigate to the Google section. There he will navigate to Backups, where he can change what he wants to back up to Google.

Incorrect

Question 17

0 / 5 pts

Arun recently graduated with both, civil and electrical engineering degrees. His first project is to design a system that will replace the manual tolls in a highway with a wireless toll booth collection system. He decides that passing vehicles should have a small device that transmits data to fixed stations at various points along the highway for automated billing. What type of technology should Arun consider to be the most viable?

- RFID
- Wi-Fi
- Cellular
- Bluetooth

Incorrect. Bluetooth uses pairing to allow two devices within 30 feet to connect in a PAN (personal area network).

Question 18

5 / 5 pts

Juula just purchased a new tablet from the Apple Store for her home-based business. She wants to ensure the calendar and contacts she creates are automatically saved online.

What service should Juula use?

- Google
- Yahoo
- OneDrive
- iCloud

Correct. iCloud is the most seamless option. When Juula sets up her iPad, the setup will include an iCloud account and free online storage. She can also set up to automatically send her calendar and contacts directly to her iCloud account without the need to manually move or sync them.

Incorrect

Question 19

0 / 5 pts

Ferran got a new cell phone. But every month he receives a data-usage limit notification even though he has not done anything unusual except use, install, and remove games and apps. What can he do to try to rectify the problem?

- Disable Wi-Fi capabilities to limit data usage.
- Install an app to monitor the amount of data used.
- Upgrade to a better plan that provides more data.

Incorrect. Upgrading to a better plan will certainly help but in this case, it does not necessarily fix the root cause. A better course of action is to ensure all unused apps are closed.

- Verify all apps that are not being used are closed.

Incorrect

Question 20

0 / 5 pts

Mark has been asked to set up several smartphones to connect to the email server in the company for which he works.

What is the effect of configuring POP3 vs IMAP using the default settings?

- IMAP deletes messages from the email server, POP3 does not.

Incorrect. IMAP does not automatically delete messages from the email server when they are downloaded. POP3 is a protocol for receiving email by downloading it to a computer from a mailbox on the server of an Internet service provider. After the email is downloaded, it is deleted from the email server.

- POP3 deletes messages from the email server, IMAP does not.
- Both will delete messages from the server once downloaded.
- Both will preserve messages on the server once downloaded.

Quiz Score: **66.5** out of 100

M07 Chapter 9 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Oct 6 at 5:59pm

This attempt took 12 minutes.

Question 1

5 / 5 pts

Benjamin recently issued new mobile phones to the marketing team at his company. Each phone can transmit encrypted information for payments made at a retail checkout counter. The technology also allows the marketing team to share data quickly.

What technology is set up on the marketing team's phones?

Bluetooth

Tethering

NFC

Correct. Near field communication (NFC) allows a phone to transmit encrypted information for making payments at checkout counters and to share files. The NFC range is around 10 cm, or around 3 inches.

Hotspot

Question 2

5 / 5 pts

Dennis is on a road trip with his family. His children want to use their tablet to watch a movie online.

What can Dennis do that will allow the children to watch a video on the Internet while in the car?

- Tether his phone to the tablet.
- Enable wireless sharing.
- Set the tablet to airplane mode.
- Enable a hotspot on his smartphone.

Correct. Dennis can create a hotspot on his smartphone. The hotspot will establish a wireless network that the tablet can join, which will enable the children to watch the video on the Internet.

Question 3

5 / 5 pts

Juula just purchased a new tablet from the Apple Store for her home-based business. She wants to ensure the calendar and contacts she creates are automatically saved online.

What service should Juula use?

- Google
- Yahoo
- OneDrive
- iCloud

Correct. iCloud is the most seamless option. When Juula sets up her iPad, the setup will include an iCloud account and free online storage. She can also set up to automatically send her calendar and contacts directly to her iCloud account without the need to manually move or sync them.

Question 4

5 / 5 pts

You have been asked to work on 25 mobile devices at a mid-sized company due to malware. Once you clean the devices, you suggest implementing a company-wide mobile device policy. Which of the following would you recommend? Select three.

- Always keep the OS up to date

Correct. Keeping the OS up to date will help patch known vulnerabilities. Basic security training about privacy settings and phishing scams are also helpful.

- Provide basic security training

Correct. Providing basic security training about privacy settings and email phishing scams are helpful. In addition, keep the OS up to date and install an anti-malware app.

- Do not enable Wi-Fi on devices

- Disable AirDrop and Bluetooth

- Install an anti-malware app

Correct. Installing an anti-malware app will help protect devices. As will keeping the OS up to date and providing basic security training about privacy settings and email phishing scams.

Question 5

5 / 5 pts

You are in the market for a used smartphone, but you want to ensure it you can use it as a hotspot. Which technology should it support? Select all that apply.

2G

3G

4G

Correct. 4G was the first standard allowing a device to serve as a mobile hotspot.

5G

Correct. 5G offers mobile hotspot capabilities. It has an average speed of 150 Mbps with peak speeds up to 10 Gbps.

Incorrect

Question 6

0 / 5 pts

Your mobile device is displaying messages informing you that your device is infected with malware. The instructions tell you to install another app to properly remove the malware.

What should you do?

- Back up all user data and perform a factory reset.

Incorrect. You may need to perform a factory reset, but this may be the last resort.

- Go ahead and install the app to clean the device.



Follow the instructions in the message and verify the app site is legitimate.

- Disregard the message and check for a compromised app.

Question 7

5 / 5 pts

Liem just discovered the used phone he bought is on an IMEI blacklist. What does this mean?

- The wireless transmitter is too strong

- He may not be able to activate it

Correct. A user whose phone has been stolen can contact the carrier to place their phone on their IMEI blacklist so that it can be blocked and not used by others.

- The phone will need a factory reset

- Password guesses locked the phone

Question 8

5 / 5 pts

Jozef is a youngster who writes an app for the iPhone. He posts it on a website, but nobody ever downloads it. He speaks with a senior developer who gives him advice. He implements the advice, and his app now has a lot of downloads. What did Jozef do differently?

- He advertised on popular social media sites
- He placed the app on the Apple App Store

Correct. Having the app approved for sale on the Apple App Store will make it available for download to iPhone users.

- He made the app available on Google Play
- He made the app available on the Play Store

Question 9

5 / 5 pts

Ferran got a new cell phone. But every month he receives a data-usage limit notification even though he has not done anything unusual except use, install, and remove games and apps. What can he do to try to rectify the problem?

- Disable Wi-Fi capabilities to limit data usage.
- Install an app to monitor the amount of data used.
- Upgrade to a better plan that provides more data.
- Verify all apps that are not being used are closed.

Correct. Some apps will continue to run in the background and consume data. Closing all unused apps will help limit data usage.

Question 10

5 / 5 pts

You are asked to install an authentication system at a data center that requires both, a fingerprint scanner, and facial recognition for access. What type of authentication will you implement?

- Two-factor authentication
- Multifactor authentication
- Biometric authentication

Correct. Biometric authentication is based on unique biological characteristics of an individual such voice, facial features, fingerprints, or iris.

- TouchID and FaceID

Question 11**5 / 5 pts**

James wants to sync his Android phone to back up his pictures. However, he does not want to sync his data files.

How can James select what to synchronize from his phone to Google storage?

- Sync app
- Device maintenance
- Connections
- Settings app

Correct. In the Settings app, James can navigate to the Google section. There he will navigate to Backups, where he can change what he wants to back up to Google.

Question 12**5 / 5 pts**

Derek is planning a camping trip and wants to be able to listen to music at the campsite. Derek currently has a smartphone but does not like the sound coming from the speakers.

What can Derek do to enjoy better sound quality while at the campsite?

- Connect to a Bluetooth speaker.

Correct. Derek can connect using a Bluetooth speaker.

- Tether to his laptop.
- Create a hotspot.
- Use his smartphone speakers; this is the only way Derek can listen to music on his smartphone.

Question 13

5 / 5 pts

Collette wants to stream a movie from her iPad to her Apple TV. What type of connection should she use?

- AirDrop
- CDMA
- RFID
- NFC

Correct. AirDrop is an Apple wireless standard that uses Bluetooth and Wi-Fi. It enables Apple devices to transfer data within 30 feet.

Question 14

5 / 5 pts

Randy is concerned about his company's data security on the Internet. Because cellular signals are not encrypted, he is concerned that the new smartphones

given to the sales department will allow a breach. Randy has decided the company needs a more secure way to allow the sales department to connect to the company network over the Internet.

What should Randy deploy to allow the sales department to connect to the company network securely over a cellular data signal?

SSH

VPN

Correct. A VPN creates an encrypted path or tunnel between two devices, making it appear to the computers that they are on the same network.

IMEI

POP3

Incorrect

Question 15

0 / 5 pts

Juniper wants to buy her father a tablet. He has relatively poor vision, so she does not want him to have to worry about the orientation of the plug on the cable when he charges the device.

Juniper will get her father a tablet with what type of USB charging port?

Lighting

Incorrect. The lighting port is the proprietary connector for power and communication on Apple iPhones, iPads, and iPods. It is not a type of USB connector.

MicroUSB

MiniUSB USB-C**Question 16****5 / 5 pts**

Jolie wants to see a list of, and manage, apps on her Android phone. Where can she go on her phone to do this?

 Settings Control center App drawer

Correct. You can see a list of, and manage, apps from the App drawer.

 The dock**Question 17****5 / 5 pts**

Frank is traveling for work with his company laptop and company phone. During a layover, he reviews his files in preparation for a presentation but discovers he forgot an important file. The good news is the file is in cloud storage.

How can Frank download this file? (Select all that apply.)

 Use his cellphone to create a hotspot

Correct. Frank can create a hotspot with his smartphone and connect his laptop to the wireless connection. He should make sure the wireless network is secure.

Use the Wi-Fi service in the airport

Tether his laptop to his smartphone

Correct. Frank can use his charging cable and tether his laptop to his smartphone, which creates an Internet connection using the smartphone as a modem.

Use a VPN to connect to cloud storage

Question 18

5 / 5 pts

A company asks Aurora to work on a mobile device that belongs to a colleague. After her evaluation, she narrows down the list of things to consider doing. They include uninstalling some apps, updating the OS, and possibly performing a factory reset. What would have prompted her to consider these actions?

The device is being returned to the provider.

The performance of the device had degraded.

The device is being prepared for another user.

You are trying to remove suspected malware.

Correct. These steps should be taken when removing malware from a mobile device.

Incorrect

Question 19

0 / 5 pts

Arun recently graduated with both, civil and electrical engineering degrees. His first project is to design a system that will replace the manual tolls in a highway with a wireless toll booth collection system. He decides that passing vehicles should have a small device that transmits data to fixed stations at various points along the highway for automated billing. What type of technology should Arun consider to be the most viable?

 RFID Wi-Fi Cellular

Incorrect. Apps exist that allow you to use your cell phone as a transponder to pay tolls. However, the technology used by electronic toll collection systems is not cellular.

 Bluetooth**Question 20**

5 / 5 pts

The back cover of a mobile device is warmer than usual, and the battery seems to lose its charge much quicker than normal. The user has scanned for malware, closed unused apps, and decreased the brightness level of the screen, but the symptoms persist.

Which of the following is the most likely cause for this behavior?

 The firmware is out of date.

- The charger is defective.
- The AC power outlet is faulty.
- The battery is going bad.

Correct. A battery that is going bad will cause its charge to be depleted much quicker than normal. Many times, a failed or failing battery can cause the device to feel hotter than usual.

Quiz Score: **85** out of 100

M08 Chapter 10 Review Results for Andrew Schmidt

Score for this attempt: **85** out of 100

Submitted Oct 7 at 3:08pm

This attempt took 8 minutes.

Question 1

5 / 5 pts

Which of the following problems is most likely to prompt you to calibrate an inkjet printer? Select two.

Correct!

- Misaligned colors on printed page.

Correct. A calibrate function is carried out on laser and inkjet printers to align the colors. Misalignment of colors makes an image look like it is not aligned properly or is streaking. A calibrate function is typically carried out after the print head(s) is replaced on an inkjet printer and the imaging drum or transfer belt is replaced on a color laser printer.

- Voids in one or more colors on a printed page.
- Misfeeds (no paper being pulled from the paper tray).
- Multiple sheets pulled from the paper tray at one time.

Correct!

- Colors appear streaked.

Correct. Calibrating an inkjet printer is typically required to align and/or clean the inkjet nozzles. This can help solve a problem when colors appear streaked.

Question 2

5 / 5 pts

A user is experiencing garbled print on each page printed from her printer. Which of the following would be a probable cause for the garbled print? (Select TWO.)

- Ink cartridge has clogged nozzles.
- Printer paper does not meet specifications.
- Print drivers are corrupt or need to be updated.

Correct. Corrupt print drivers will often produce garbled print.
Updating the drivers may very well solve this issue.

- Printer needs to be calibrated.

Correct!

- An application on the computer is sending garbled print.

Correct. The application on the computer can cause garbled print.
Try printing from another application, and if the problem disappears, reinstall or repair the application.

- Printer needs to be cleaned.

Question 3

0 / 5 pts

Amoy is responsible for maintaining the high-end printers in her company. One of the printers is giving an indication that it is time to replace the transfer roller assembly, so she orders a maintenance kit to perform the replacement. Which of the following will be a part of the replacement process?

You Answered

- Clean the heating element.

Incorrect. The heat element is the component in a thermal printer responsible for creating the image on the heat-sensitive printer paper. Cleaning the printer, feed rollers, and heating element are regular maintenance tasks due to the building up of paper debris.

Correct Answer

- Reset the page counter.
- Replace the print ribbon.
- Replace the print head.

Question 4**5 / 5 pts**

You work in a data center monitoring events that are logged by a specific system using syslog (System Logging Protocol). Every time an event is generated, it is both, stored in a database and printed on fanfold paper. What type of printer is being used for this purpose? Select two.

Correct!

- Impact printer

Correct. An impact printer is suitable for the application described. Events are typically logged using a syslog engine which generates messages using text. Other applications can read the data from the syslog server and present it in a variety of graphical forms.

- Thermal transfer printer
- 3D printer

Correct!

- Dot matrix printer

Correct. A dot matrix printer is a type of impact printer. This is suitable for the application described.

- Duplex printer

Question 5

0 / 5 pts

Your office has been sharing an inkjet printer connected to a PC with very limited resources. They ask you to upgrade the printer, so you decide to get a laser printer that has a built-in NIC (network interface card).

What type of printing will you set up?

You Answered

- Shared local printing

Incorrect. A shared local printer is connected to a computer, typically via USB, and shared through the host operating system. An IP address is not required by a locally connected printer.

Correct Answer

- Remote printing
- Local printing
- Cloud printing

Question 6

0 / 5 pts

Luca knows a little bit about computers and is asked to help set up a small office with seven computers and an older high-quality printer that does not have an Ethernet port. Luca connects the printer to a computer and configures sharing. However, none of the computers seem able to connect or send jobs to the printer. What should Luca do?

You Answered

- Try to connect to the printer wirelessly using Bluetooth.

Incorrect. It is an older printer. And if it does not have an Ethernet port, there is a very high probability it does not support Bluetooth.

- Set the printer as the default printer on all computers.

- Set up a connection using the IP address of the printer.

Correct Answer

- Install the driver for the printer on all computers.

Question 7

5 / 5 pts

What step in the laser printing process is responsible for conditioning the imaging drum in preparation for receiving an electrical charge?

- Charging

- Cleaning

Correct. The cleaning step neutralizes the residual electrical charge on the drum and sweeps the excess toner from the drum into a waste hopper. Note that this is the seventh step in the process. Thus, since the cycle repeats, the next step will be step 1 which is charging or conditioning.

- Transferring

- Fusing

Question 8**5 / 5 pts**

A company purchased a high-quality color laser printer to print color brochures and sales proposals. The printer is connected to a marketing PC via USB and is configured as a shared local printer for use by the sales and marketing teams. The manager is concerned about the cost of consumables for the printer and does not want random users to unintentionally send jobs to the printer. What can be done to limit the availability of the printer?

Correct!

- Enable user authentication on the printer share.

Correct. Security is configured for a shared local printer on the computer that is performing the sharing. On the printer's Properties dialog box, click the Security tab and set who has access to the printer and his allowed permissions.

- Disable print spooling on the marketing PC.
- Set security permissions for the marketing PC's signed-in user.
- Disable the local share on the marketing PC.

Question 9**5 / 5 pts**

Zeena is moving her business from her home to a small office because her revenue is growing modestly, but she still needs to watch the budget closely. She will have three employees. What type of printer would you recommend for her business?

Correct!

- Multifunction laser printer

Correct. A multifunction laser printer will provide quality prints plus the capability to copy, scan, and fax depending on the model.

- Color inkjet printer
- Printer/fax combo
- Impact printer

Question 10

5 / 5 pts

A small business notices they have been using about 40% more printer paper in the last 30 days compared to the previous 12 months. They ask you to investigate the matter. What/where will you check?

Correct!

- Event Viewer
- Syslog server
- Hard drive in the printer
- Print queue

Correct. Windows can use the Event Viewer to maintain a history of print jobs. It can record the time, user, and type of print job processed.

Question 11

5 / 5 pts

You use a feature on a stand-alone wireless printer that allows you to configure

it as a hotspot enabling nearby computers to connect to it. What limitation does this configuration pose?

- It exposes connected computers to internet attacks.
- Connected computers will not have internet access.

Correct. Most computers can only connect to one hotspot at a time so while they are connected to the printer, they will not be able to communicate with the internet or other network resources.

- Only one computer at a time can connect to the printer.
- Wireless printing will be too slow and hamper productivity.

Question 12

5 / 5 pts

A client is asking for a printing solution that will print three sheets of paper with identical information on each page with a single pass of the printer. Furthermore, the client requests that the solution take the least amount of time and effort to maintain.

Which of the following printer types should be recommended?

Correct!

- Impact

Correct. An impact printer can print multiple copies at the same time using carbon paper. The printer can also use continuous paper fed by a tractor feed assembly, making continuous printing almost effortless. The printer uses sensors to detect and send an audible alert when the paper tray is empty.

- Laser

Thermal transfer

Inkjet

Question 13**5 / 5 pts**

A technician is performing routine preventative maintenance on a laser printer and has been asked by the client to check the printer's paper feeder for issues. Which of the following printer parts should the technician check first for problems related to paper feeding? (Select TWO.)

Transfer belt

Toner cartridge

Pickup rollers

Correct. The pickup roller pulls a sheet of paper out of the paper tray and pushes it forward into the printer. These rollers wear over time and will require replacement to resolve paper misfeeds (no paper being pulled from the paper tray). Pickup rollers are used in laser, inkjet, and thermal printers.

Tractor feed

Separation pad

Correct. The separation pad (also called a separate pad) keeps more than one sheet of paper from being pulled out of the paper tray at one time. If this pad is worn, multiple sheets will be pushed forward into the printer causing a jam condition. This is a regular, replaceable maintenance part.

Print head

Question 14

5 / 5 pts

The help desk received a call from a user who cannot get any print jobs to print on the locally shared printer. While questioning the user, the technician

determines that no users can send jobs to the printer, and the printer indicates it is "Offline." The technician instructs the user on how to place the printer in the "Online" mode, but it still does not print.

Which of the following may resolve this issue? Select two.

Correct!

- Power cycle the printer.

Correct. A reasonable option is to power the printer off and back on and verify that the printer goes into "Online" mode. If the print jobs do not begin, it may be necessary to check the print queue on the workstation that the printer is attached to.

- Replace the printer cable.

- Delete and re-create the printer share.

- Replace the printer toner cartridge.

Correct!

- Cancel jobs in the print queue and try again.

Correct. A job may be stalled so canceling all the jobs and trying again may fix the problem. If this does not work try power cycling the printer.

Question 15

5 / 5 pts

A user contacted the help desk to report that the laser printer in his department is wrinkling the paper when printed. The user checked the paper in the supply tray, and it is smooth and unwrinkled.

Which of the following is the most likely reason for the wrinkled paper?
(Select TWO.)

Correct!

- The paper does not meet the requirements for the printer.

Correct. If paper is too thin, it can crease when running through the printer. Check the paper specifications for the printer.

- The user is selecting the wrong driver for the printer.
- The paper is creased before it is installed in the printer.
- The pages being printed are using too much toner.
- The paper is damp when run through the printer.

Correct!

Correct. Damp paper can crease when run through a printer and can cause jams. Paper that is damp can also exhibit image quality problems such as blotchy prints.

Question 16

5 / 5 pts

A customer states that when she removes the printed pages from her laser printer output tray, the black ink smears all over her fingers.

Which of the following is the most likely problem?

- Inked ribbon
- Fuser unit

Correct. The toner is smearing because it is not permanently fixed or adhered to the paper. The fuser is malfunctioning and needs to be serviced.

- Primary corona
- Cleaning blade

Correct!

- Erasure lamps

Question 17**5 / 5 pts**

Which of the following is the correct order for the steps of laser printing?

- Processing, charging, developing, exposing, transferring, fusing, cleaning
- Processing, developing, charging, exposing, fusing, transferring, cleaning
- Charging, processing, exposing, developing, transferring, fusing, cleaning
- Charging, processing, developing, exposing, transferring, cleaning, fusing

Correct!

- Processing, charging, exposing, developing, transferring, fusing, cleaning

Correct. This list is the correct order for the laser printing process.

Question 18**5 / 5 pts**

Kendra works at a small office. She has an older printer connected to her computer with a USB cable because it does not support Ethernet or Wi-Fi.

How can Kendra share her printer with her four co-workers?

Correct!

- Install a dedicated print server.
- Enable print sharing on the computer.

Correct. The printer connected locally to a computer which is connected to the network. The easiest way to share the printer is to enable print sharing on the computer.

- Update the current print drivers.
- Enable print sharing on the printer.

Question 19

5 / 5 pts

A new printer has been added in your office and connected to a WAP for use by all users in the company.

Which of the following best describes the method of connectivity for the new printer?

- Wireless ad hoc mode
- Wireless Bluetooth
- Wireless infrastructure mode

Correct. Wireless infrastructure mode is a connectivity method in which devices connect to a central connectivity device such as a WAP (wireless access point). This would be the most likely wireless method of connectivity for a shared printer connected to a WAP.

- Wired Ethernet

Question 20

5 / 5 pts

You have been tasked with performing routine maintenance on an inkjet printer. After printing a test page, you notice missing lines of print in various areas throughout the page.

Which of the following should you do to resolve this issue? (Select TWO.)

- Replace the toner cartridge.
- Change the image drum.
- Replace the fuser assembly.

Correct!

- Run the head cleaning utility.

Correct. The first step in resolving an issue of missing lines on an inkjet printer is to run the head cleaning utility. This is typically done from the Services tab in the printer Properties dialog box, installed as an application or is launched from the printer's control panel.

Correct!

- Manually clean the print nozzles.

Correct. If after running the print head cleaning utility, the printer is still missing lines, you can manually clean the print head using distilled water and a cotton swab. If manual cleaning does not resolve the issue, the print head or print cartridge will need to be replaced.

Quiz Score: **85** out of 100

M08 Chapter 10 Review Results for Andrew Schmidt



Score for this attempt: **65** out of 100

Submitted Oct 7 at 2:52pm

This attempt took 10 minutes.

Question 1

5 / 5 pts

Zeena is moving her business from her home to a small office because her revenue is growing modestly, but she still needs to watch the budget closely. She will have three employees. What type of printer would you recommend for her business?

- Multifunction laser printer

Correct. A multifunction laser printer will provide quality prints plus the capability to copy, scan, and fax depending on the model.

- Color inkjet printer
- Printer/fax combo
- Impact printer

Incorrect

Question 2

0 / 5 pts

Tianna, an administrative assistant, has noticed the print quality of her locally connected laser printer has been gradually declining. Sometimes the printing is wavy and other times it appears speckled. She is asked to urgently print 10 copies of a 15-page document for an important meeting because the copy

machine is being serviced. Since she cannot risk generating poor quality printouts, she calls you at the help desk.

What would you do first to try to fix the problem quickly? Select two.

- Print a self-test via the console on the printer.

Correct. A self-test printout will help determine the scope of the problem. Is the problem with the printer, OS, driver, application, toner cartridge, and so on?

- Remove the fuser unit and clean the fuser rollers.

Incorrect. Cleaning the fuser rollers may certainly help but it would not be one of the first things you would try.

- Replace the toner cartridge on the printer.

Correct. Since all major mechanical components that typically create problems are in the toner cartridge, replacing it will likely fix the problem quickly.

- Initiate the calibration sequence on the printer.

Incorrect. Calibration is typically performed when the colors appear out of alignment. Laser printers automatically calibrate themselves from time to time so this may not be the best thing to try first.

- Replace the stepper motor that moves the print head.

Incorrect. A stepper motor that moves the print head are used in inkjet printers; laser printers typically use a different type of motor (brushless DC motor).

Incorrect

Question 3

0 / 5 pts

Luca knows a little bit about computers and is asked to help set up a small office with seven computers and an older high-quality printer that does not have an Ethernet port. Luca connects the printer to a computer and configures sharing. However, none of the computers seem able to connect or send jobs to the printer. What should Luca do?

- Try to connect to the printer wirelessly using Bluetooth.
- Set the printer as the default printer on all computers.
- Set up a connection using the IP address of the printer.

Incorrect. The printer does not have an Ethernet port so it would not have an IP address.

- Install the driver for the printer on all computers.

Incorrect

Question 4

0 / 5 pts

The administrative assistant of the company's CEO is asking about a printer for her use only. It seems the shared department printer is overused, making the assistant wait to print the CEO's last minute documents.

Which of the following technologies will best meet the administrative assistant's request? (Select TWO.)

- Cloud printing

Incorrect. Although a cloud-connected printer could be used in this scenario, it would be impractical to implement such a printer at her desk for her use only.

- Remote printing

Incorrect. Remote printing uses network-shared printers and would result in all users having access to the printer.

Bluetooth printer

Correct. A Bluetooth connected printer would be an excellent wireless option for a single user whose computer is in close proximity to the printer.

Wireless infrastructure

Incorrect. Connecting the printer to the company's wireless network would allow printer access to all users across the network.

Network printer

Incorrect. A printer connected to the network would allow printer access to all users across the network.

Local printer

Correct. A local printer is connected to modern computers using wired USB and would be a perfect solution for a printer to be used by one individual.

Question 5

5 / 5 pts

Yaron prepares tax returns for small businesses. Every year he reminds his clients to write the date, amount, and purpose directly on receipts because in some cases the impressions fade. What type of printer was used to generate those receipts?

- Laser
- Inkjet
- Impact
- Thermal

Correct. Printed output generated by thermal printers can fade over time. It can also fade if exposed to a heat source or ultraviolet light.

Question 6

5 / 5 pts

A client is asking for a printing solution that will print three sheets of paper with identical information on each page with a single pass of the printer. Furthermore, the client requests that the solution take the least amount of time and effort to maintain.

Which of the following printer types should be recommended?

- Impact

Correct. An impact printer can print multiple copies at the same time using carbon paper. The printer can also use continuous paper fed by a tractor feed assembly, making continuous printing almost effortless. The printer uses sensors to detect and send an audible alert when the paper tray is empty.

- Laser
- Thermal transfer
- Inkjet

Question 7**5 / 5 pts**

What step in the laser printing process is responsible for conditioning the imaging drum in preparation for receiving an electrical charge?

Charging

Cleaning

Correct. The cleaning step neutralizes the residual electrical charge on the drum and sweeps the excess toner from the drum into a waste hopper. Note that this is the seventh step in the process. Thus, since the cycle repeats, the next step will be step 1 which is charging or conditioning.

Transferring

Fusing

Question 8**5 / 5 pts**

A company purchased a high-quality color laser printer to print color brochures and sales proposals. The printer is connected to a marketing PC via USB and is configured as a shared local printer for use by the sales and marketing teams. The manager is concerned about the cost of consumables for the printer and does not want random users to unintentionally send jobs to the printer. What can be done to limit the availability of the printer?

Enable user authentication on the printer share.

Correct. Security is configured for a shared local printer on the computer that is performing the sharing. On the printer's Properties dialog box, click the Security tab and set who has access to the printer and his allowed permissions.

- Disable print spooling on the marketing PC.
- Set security permissions for the marketing PC's signed-in user.
- Disable the local share on the marketing PC.

Question 9

5 / 5 pts

While servicing a laser printer, the technician notices that paper is jamming as soon as printing begins.

What is the most likely cause of the paper jams?

- Fuser unit
- Transfer roller
- Image drum
- Paper feed rollers

Correct. Paper feed rollers pull the paper from the paper tray and feed it into the printer. If these rollers are not pulling the paper, you can try cleaning the rollers. If the problem persists, the rollers need to be replaced.

Incorrect

Question 10**0 / 5 pts**

Jaika works at a marketing firm with a lot of graphics-intense users. She is asked to install a printer that is capable of processing large graphics files that are very detailed. She cannot get it to print so she asks you for help. You notice the driver was not installed. What type of driver should you install?

 PCL

Incorrect. PCL (Printer Control Language) was developed by Hewlett-Packard. It is used by many printer manufacturers and supported by many operating systems. It relies on the drivers in the printer hardware to create print data, so the print quality depends on the quality of the printer. Select PCL for general applications and select Postscript for graphic-intense applications printing.

 PDF PDL PS

Incorrect

Question 11**0 / 5 pts**

You work in a data center monitoring events that are logged by a specific system using syslog (System Logging Protocol). Every time an event is generated, it is both, stored in a database and printed on fanfold paper. What type of printer is being used for this purpose? Select two.

 Impact printer

Correct. An impact printer is suitable for the application described. Events are typically logged using a syslog engine which generates messages using text. Other applications can read the data from the syslog server and present it in a variety of graphical forms.

- Thermal transfer printer

Incorrect. A thermal transfer printer uses a ribbon containing wax-based ink. The heating element melts the ribbon onto special thermal paper. An impact printer is more suitable for the application described.

- 3D printer

Incorrect. 3D printers print objects. They use a plastic filament or a resin to build a 3D model of a digital image. An impact printer is more suitable for the application described.

- Dot matrix printer

Correct. A dot matrix printer is a type of impact printer. This is suitable for the application described.

- Duplex printer

Incorrect. Duplex means the printer is capable of printing on both sides of the paper. An impact printer is more suitable for the application described.

Question 12

5 / 5 pts

You use a feature on a stand-alone wireless printer that allows you to configure it as a hotspot enabling nearby computers to connect to it. What limitation does this configuration pose?

- It exposes connected computers to internet attacks.

- Connected computers will not have internet access.

Correct. Most computers can only connect to one hotspot at a time so while they are connected to the printer, they will not be able to communicate with the internet or other network resources.

- Only one computer at a time can connect to the printer.

- Wireless printing will be too slow and hamper productivity.

Question 13

5 / 5 pts

Kendra works at a small office. She has an older printer connected to her computer with a USB cable because it does not support Ethernet or Wi-Fi. How can Kendra share her printer with her four co-workers?

- Install a dedicated print server.

- Enable print sharing on the computer.

Correct. The printer connected locally to a computer which is connected to the network. The easiest way to share the printer is to enable print sharing on the computer.

- Update the current print drivers.

- Enable print sharing on the printer.

Incorrect

Question 14**0 / 5 pts**

You bought a new inkjet printer based on positive reviews you read online along with a new set of four ink cartridges. You did not buy paper because you had an unopened ream of 16-pound paper. However, almost right away, you are not too pleased with the quality of the printouts. What would help improve the print quality rather quickly?

- Replacing the ink cartridges
- Replacing the printer
- Using high-quality paper
- Calibrating the printer

Incorrect. Calibrating an inkjet printer helps to align and/or clean the inkjet nozzles so it may help. However, this should not be required since it is a new printer with a new set of ink cartridges.

Question 15**5 / 5 pts**

Which of the following is the correct order for the steps of laser printing?

-
- Processing, charging, developing, exposing, transferring, fusing, cleaning
-

Processing, developing, charging, exposing, fusing, transferring, cleaning



Charging, processing, exposing, developing, transferring, fusing, cleaning



Charging, processing, developing, exposing, transferring, cleaning, fusing



Processing, charging, exposing, developing, transferring, fusing, cleaning

Correct. This list is the correct order for the laser printing process.

Question 16

5 / 5 pts

A technician is performing routine preventative maintenance on a laser printer and has been asked by the client to check the printer's paper feeder for issues. Which of the following printer parts should the technician check first for problems related to paper feeding? (Select TWO.)

Transfer belt

Toner cartridge

Pickup rollers

Correct. The pickup roller pulls a sheet of paper out of the paper tray and pushes it forward into the printer. These rollers wear over time and will require replacement to resolve paper misfeeds (no paper being pulled from the paper tray). Pickup rollers are used in laser, inkjet, and thermal printers.

Tractor feed Separation pad

Correct. The separation pad (also called a separate pad) keeps more than one sheet of paper from being pulled out of the paper tray at one time. If this pad is worn, multiple sheets will be pushed forward into the printer causing a jam condition. This is a regular, replaceable maintenance part.

 Print head

Incorrect

Question 17

0 / 5 pts

Which of the following problems is most likely to prompt you to calibrate an inkjet printer? Select two.

 Misaligned colors on printed page.

Correct. A calibrate function is carried out on laser and inkjet printers to align the colors. Misalignment of colors makes an image look like it is not aligned properly or is streaking. A calibrate function is typically carried out after the print head(s) is replaced on an inkjet printer and the imaging drum or transfer belt is replaced on a color laser printer.

 Voids in one or more colors on a printed page.

Incorrect. Voids in one or more colors on an inkjet printer are usually the result of clogged or dry print head nozzles. A cleaning function can be performed to remedy this issue. For color laser printers, voids can be caused by the print cartridges or transfer belt. After resolving the issue causing the voids, a calibrate function can be carried out to realign colors.

- Misfeeds (no paper being pulled from the paper tray).

Incorrect. Misfeeds (no paper being pulled from the paper tray) are caused by worn or dirty pickup rollers. Replacing the rollers will typically take care of the problem of misfeeds.

- Multiple sheets pulled from the paper tray at one time.

Incorrect. A separation pad (also called a separate pad) keeps more than one sheet of paper from being pulled out of the paper tray at one time. If this pad is worn, multiple sheets will be pushed forward into the printer causing a jam condition. This pad is a regular, replaceable maintenance part.

- Colors appear streaked.

Correct. Calibrating an inkjet printer is typically required to align and/or clean the inkjet nozzles. This can help solve a problem when colors appear streaked.

Question 18

5 / 5 pts

James works at a secure facility as an IT specialist, where there must never be documents left in the printer to be picked up later, or possibly forgotten. What feature can he configure to ensure documents are not printed until the user goes to the printer and enters a code?

- AAA
- Unshared printing
- Secured printing

Correct. Some larger network printers support this feature where a code is required to generate the printout.

- Virtual printing

Question 19

5 / 5 pts

A customer states that when she removes the printed pages from her laser printer output tray, the black ink smears all over her fingers.

Which of the following is the most likely problem?

- Inked ribbon

- Fuser unit

Correct. The toner is smearing because it is not permanently fixed or adhered to the paper. The fuser is malfunctioning and needs to be serviced.

- Primary corona

- Cleaning blade

- Erasure lamps

Question 20

5 / 5 pts

A technician has connected a USB printer to a workstation and shared the printer on the local workstation for other users on the network to utilize. The technician successfully printed a test print from the printer's console and the

workstation that the printer is physically connected to. After leaving the customer's site, the technician received a call from the customer stating no one other than the local user can print to the printer. Each time they attempt to print, they receive an "Access Denied" message.

Which of the following is the most likely reason the other users cannot print?

- The printer is malfunctioning and requires service.
- The USB cable is defective and needs to be replaced.
- The other users lack sufficient permissions for the shared printer.

Correct. Permission settings affect a shared printer and who will have access to the printer. The network users will need to have an account and permissions set on the workstation performing the share.



The other users need to have the print drivers updated for the printer.

Quiz Score: **65** out of 100

M08 Chapter 10 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Oct 7 at 3pm

This attempt took 7 minutes.

Question 1

5 / 5 pts

You bought a new inkjet printer based on positive reviews you read online along with a new set of four ink cartridges. You did not buy paper because you had an unopened ream of 16-pound paper. However, almost right away, you are not too pleased with the quality of the printouts. What would help improve the print quality rather quickly?

- Replacing the ink cartridges
- Replacing the printer
- Using high-quality paper

Correct. The quality of the paper used in inkjet printers has a significant effect on the quality of the printed output. Use high-quality paper that is specifically designed for inkjet printers and do not use less than 20-pound paper on any printer.

- Calibrating the printer

Question 2

5 / 5 pts

While servicing a laser printer, the technician notices that paper is jamming as soon as printing begins.

What is the most likely cause of the paper jams?

- Fuser unit
- Transfer roller
- Image drum
- Paper feed rollers

Correct. Paper feed rollers pull the paper from the paper tray and feed it into the printer. If these rollers are not pulling the paper, you can try cleaning the rollers. If the problem persists, the rollers need to be replaced.

Question 3

5 / 5 pts

A company purchased a high-quality color laser printer to print color brochures and sales proposals. The printer is connected to a marketing PC via USB and is configured as a shared local printer for use by the sales and marketing teams. The manager is concerned about the cost of consumables for the printer and does not want random users to unintentionally send jobs to the printer. What can be done to limit the availability of the printer?

- Enable user authentication on the printer share.

Correct. Security is configured for a shared local printer on the computer that is performing the sharing. On the printer's Properties dialog box, click the Security tab and set who has access to the printer and his allowed permissions.

- Disable print spooling on the marketing PC.
- Set security permissions for the marketing PC's signed-in user.
- Disable the local share on the marketing PC.

Question 4**5 / 5 pts**

Tianna, an administrative assistant, has noticed the print quality of her locally connected laser printer has been gradually declining. Sometimes the printing is wavy and other times it appears speckled. She is asked to urgently print 10 copies of a 15-page document for an important meeting because the copy machine is being serviced. Since she cannot risk generating poor quality printouts, she calls you at the help desk.

What would you do first to try to fix the problem quickly? Select two.

- Print a self-test via the console on the printer.

Correct. A self-test printout will help determine the scope of the problem. Is the problem with the printer, OS, driver, application, toner cartridge, and so on?

- Remove the fuser unit and clean the fuser rollers.

- Replace the toner cartridge on the printer.

Correct. Since all major mechanical components that typically create problems are in the toner cartridge, replacing it will likely fix the problem quickly.

- Initiate the calibration sequence on the printer.

- Replace the stepper motor that moves the print head.

Question 5

5 / 5 pts

You work in a data center monitoring events that are logged by a specific system using syslog (System Logging Protocol). Every time an event is generated, it is both, stored in a database and printed on fanfold paper. What type of printer is being used for this purpose? Select two.

Impact printer

Correct. An impact printer is suitable for the application described. Events are typically logged using a syslog engine which generates messages using text. Other applications can read the data from the syslog server and present it in a variety of graphical forms.

Thermal transfer printer

3D printer

Dot matrix printer

Correct. A dot matrix printer is a type of impact printer. This is suitable for the application described.

Duplex printer

Question 6

5 / 5 pts

Which of the following is the correct order for the steps of laser printing?



Processing, charging, developing, exposing, transferring, fusing, cleaning



Processing, developing, charging, exposing, fusing, transferring, cleaning



Charging, processing, exposing, developing, transferring, fusing, cleaning



Charging, processing, developing, exposing, transferring, cleaning, fusing



Processing, charging, exposing, developing, transferring, fusing, cleaning

Correct. This list is the correct order for the laser printing process.

Question 7

5 / 5 pts

Yaron prepares tax returns for small businesses. Every year he reminds his clients to write the date, amount, and purpose directly on receipts because in some cases the impressions fade. What type of printer was used to generate those receipts?

Laser

Inkjet

Impact

Thermal

Correct. Printed output generated by thermal printers can fade over time. It can also fade if exposed to a heat source or ultraviolet light.

Question 8

5 / 5 pts

You use a feature on a stand-alone wireless printer that allows you to configure it as a hotspot enabling nearby computers to connect to it. What limitation does

this configuration pose?

- It exposes connected computers to internet attacks.
- Connected computers will not have internet access.

Correct. Most computers can only connect to one hotspot at a time so while they are connected to the printer, they will not be able to communicate with the internet or other network resources.

- Only one computer at a time can connect to the printer.
- Wireless printing will be too slow and hamper productivity.

Question 9

5 / 5 pts

A user is experiencing garbled print on each page printed from her printer. Which of the following would be a probable cause for the garbled print? (Select TWO.)

- Ink cartridge has clogged nozzles.
- Printer paper does not meet specifications.
- Print drivers are corrupt or need to be updated.

Correct. Corrupt print drivers will often produce garbled print. Updating the drivers may very well solve this issue.

- Printer needs to be calibrated.
- An application on the computer is sending garbled print.

Correct. The application on the computer can cause garbled print. Try printing from another application, and if the problem disappears, reinstall or repair the application.

- Printer needs to be cleaned.

Question 10

5 / 5 pts

Kendra works at a small office. She has an older printer connected to her computer with a USB cable because it does not support Ethernet or Wi-Fi. How can Kendra share her printer with her four co-workers?

- Install a dedicated print server.
 Enable print sharing on the computer.

Correct. The printer connected locally to a computer which is connected to the network. The easiest way to share the printer is to enable print sharing on the computer.

- Update the current print drivers.
 Enable print sharing on the printer.

Question 11

5 / 5 pts

A technician has connected a USB printer to a workstation and shared the printer on the local workstation for other users on the network to utilize. The technician successfully printed a test print from the printer's console and the workstation that the printer is physically connected to. After leaving the

customer's site, the technician received a call from the customer stating no one other than the local user can print to the printer. Each time they attempt to print, they receive an "Access Denied" message.

Which of the following is the most likely reason the other users cannot print?

- The printer is malfunctioning and requires service.
- The USB cable is defective and needs to be replaced.
- The other users lack sufficient permissions for the shared printer.

Correct. Permission settings affect a shared printer and who will have access to the printer. The network users will need to have an account and permissions set on the workstation performing the share.

-

The other users need to have the print drivers updated for the printer.

Question 12

5 / 5 pts

A technician is performing routine preventative maintenance on a laser printer and has been asked by the client to check the printer's paper feeder for issues. Which of the following printer parts should the technician check first for problems related to paper feeding? (Select TWO.)

- Transfer belt
- Toner cartridge
- Pickup rollers

Correct. The pickup roller pulls a sheet of paper out of the paper tray and pushes it forward into the printer. These rollers wear over time and will require replacement to resolve paper misfeeds (no paper being pulled from the paper tray). Pickup rollers are used in laser, inkjet, and thermal printers.

Tractor feed

Separation pad

Correct. The separation pad (also called a separate pad) keeps more than one sheet of paper from being pulled out of the paper tray at one time. If this pad is worn, multiple sheets will be pushed forward into the printer causing a jam condition. This is a regular, replaceable maintenance part.

Print head

Question 13

5 / 5 pts

The administrative assistant of the company's CEO is asking about a printer for her use only. It seems the shared department printer is overused, making the assistant wait to print the CEO's last minute documents.

Which of the following technologies will best meet the administrative assistant's request? (Select TWO.)

Cloud printing

Remote printing

Bluetooth printer

Correct. A Bluetooth connected printer would be an excellent wireless option for a single user whose computer is in close proximity to the printer.

- Wireless infrastructure
- Network printer
- Local printer

Correct. A local printer is connected to modern computers using wired USB and would be a perfect solution for a printer to be used by one individual.

Incorrect

Question 14

0 / 5 pts

The help desk received a call from a user who cannot get any print jobs to print on the locally shared printer. While questioning the user, the technician determines that no users can send jobs to the printer, and the printer indicates it is "Offline." The technician instructs the user on how to place the printer in the "Online" mode, but it still does not print.

Which of the following may resolve this issue? Select two.

- Power cycle the printer.

Correct. A reasonable option is to power the printer off and back on and verify that the printer goes into "Online" mode. If the print jobs do not begin, it may be necessary to check the print queue on the workstation that the printer is attached to.

- Replace the printer cable.
- Delete and re-create the printer share.

Incorrect. If the user's machine that is attached to the printer could print but no one else using the printer share could print, this could be an option. Because the local user cannot print, there are other things to check first.

- Replace the printer toner cartridge.
- Cancel jobs in the print queue and try again.

Question 15

5 / 5 pts

Zeena is moving her business from her home to a small office because her revenue is growing modestly, but she still needs to watch the budget closely. She will have three employees. What type of printer would you recommend for her business?

- Multifunction laser printer

Correct. A multifunction laser printer will provide quality prints plus the capability to copy, scan, and fax depending on the model.

- Color inkjet printer
- Printer/fax combo
- Impact printer

Incorrect

Question 16

0 / 5 pts

A small business notices they have been using about 40% more printer paper in

the last 30 days compared to the previous 12 months. They ask you to investigate the matter. What/where will you check?

Event Viewer

Syslog server

Incorrect. A small business would not likely have a syslog server. A syslog server is used to log events that occur on network devices.

Hard drive in the printer

Print queue

Incorrect

Question 17

0 / 5 pts

You are asked to set up a scanner so that scanned documents are automatically stored on a local file server. Which one of the following scanning mechanisms will you need to set up?

Scan-to-Server

Incorrect. Scan-to-Server can easily be understood to mean you are scanning a document to a server but to be more precise specify the type of server such as scan-to-SMB. The term SMB (Server Message Block) implies a file server as opposed to some other type of server.

Scan-to-Cloud

Scan-to-email

Scan-to-SMB

Question 18**5 / 5 pts**

James works at a secure facility as an IT specialist, where there must never be documents left in the printer to be picked up later, or possibly forgotten. What feature can he configure to ensure documents are not printed until the user goes to the printer and enters a code?

- AAA
- Unshared printing
- Secured printing

Correct. Some larger network printers support this feature where a code is required to generate the printout.

- Virtual printing

Question 19**5 / 5 pts**

You have been tasked with performing routine maintenance on an inkjet printer. After printing a test page, you notice missing lines of print in various areas throughout the page.

Which of the following should you do to resolve this issue? (Select TWO.)

- Replace the toner cartridge.
- Change the image drum.

Replace the fuser assembly.

Run the head cleaning utility.

Correct. The first step in resolving an issue of missing lines on an inkjet printer is to run the head cleaning utility. This is typically done from the Services tab in the printer Properties dialog box, installed as an application or is launched from the printer's control panel.

Manually clean the print nozzles.

Correct. If after running the print head cleaning utility, the printer is still missing lines, you can manually clean the print head using distilled water and a cotton swab. If manual cleaning does not resolve the issue, the print head or print cartridge will need to be replaced.

Question 20

5 / 5 pts

Which of the following problems is most likely to prompt you to calibrate an inkjet printer? Select two.

Misaligned colors on printed page.

Correct. A calibrate function is carried out on laser and inkjet printers to align the colors. Misalignment of colors makes an image look like it is not aligned properly or is streaking. A calibrate function is typically carried out after the print head(s) is replaced on an inkjet printer and the imaging drum or transfer belt is replaced on a color laser printer.

Voids in one or more colors on a printed page.

Misfeeds (no paper being pulled from the paper tray).

Multiple sheets pulled from the paper tray at one time.

Colors appear streaked.

Correct. Calibrating an inkjet printer is typically required to align and/or clean the inkjet nozzles. This can help solve a problem when colors appear streaked.

Quiz Score: **85** out of 100

M01 Chapter 1 Quiz

Due Aug 30 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	8 minutes	60 out of 100

Score for this quiz: **60** out of 100

Submitted Aug 25 at 4:53pm

This attempt took 8 minutes.

Question 1

0 / 10 pts

Your company sells hundreds of large storage disk arrays every year that can be configured locally using a dedicated laptop. You travel between many customer sites providing maintenance and support to these laptops. It is your responsibility to ensure you have the necessary FRUs as you travel from site to site. At the very least, what type of FRUs will you keep on-hand?

DIMMs, monitor, keyboard, mouse, and wireless card

Port replicator, webcam, headphones, network cable

You Answered

- P1 connectors, SATA cables, video card, and a multimeter

Incorrect. Laptops do not use P1 connectors. SSDs on a laptop typically slide into a connector so you would not be replacing SATA cables as you do in a desktop. The video card is integrated into the motherboard and not considered an FRU. A multimeter is not an internal FRU device.

Correct Answer

- Memory modules, hard drives, keyboards, and wireless card

Question 2

10 / 10 pts

An employee informs the help desk the laptop they are using cannot update the login credentials when they plug it in to the company's wired network. Wireless connectivity is fine, but the login credentials cannot be updated using Wi-Fi. What is a possible action the help desk could take to troubleshoot the problem?

- Replace the network card
- Ping the loopback address
- Use a loopback plug

Correct. A loopback plug can be used to test whether the network port on the laptop is working properly.

- Use a USB to RJ-45 dongle

Question 3

10 / 10 pts

What is the very first step that should be taken when performing work with a computer?

Correct!

- You should back up any important data.

Correct. Always back up important data before working with a computer. If you have a problem, you may not be able to recover the data.

- You should ground yourself.
- You should remove the power supply.
- You should power down the system and unplug it.

Question 4

0 / 10 pts

The original P1 connector had 20 pins, why did the development of PCIe induce the adoption of a 24-pin P1 connector?

Correct Answer

- PCIe slots are faster than the previous generation and requires more power
- The four new PCIe slots each require one extra pin on the P1 connector
- To provide an additional 12 volts to the PCIe slots required by graphics cards

You Answered

-

ATX specification 1.1 supports PCIe and calls for additional power requirements

Incorrect. ATX 1.1 does not support the additional power requirements of PCIe and does not call for a 24-pin P1 connector; ATX 2.2 does.

Question 5

10 / 10 pts

Which two statements are true about 4-pin 12 V, 8-pin 12 V, 6-pin PCIe, and 8-pin PCIe connectors?



The 6-pin and 8-pin PCIe connectors do not provide 12 volts of output.



The 4-pin 12 V and 8-pin 12 V connectors provide auxiliary power to video cards.

Correct!



The 6-pin and 8-pin PCIe connectors provide auxiliary power to video cards.

Correct. The 6-pin and 8-pin PCIe connectors provide auxiliary power to high-end video cards using PCI Express.

Correct!



The 4-pin 12 V and 8-pin 12 V connectors provide auxiliary power to the CPU.

Correct. The 4-pin 12 V and 8-pin 12 V connectors are auxiliary system board connectors used to provide an extra 12 V of output to the processor.



The 6-pin and 8-pin PCIe connectors provide auxiliary power to the CPU.

Question 6

10 / 10 pts

Orlando's company is upgrading their networking equipment and gave him an older enterprise grade router. He wants to configure it using an old computer he found in his garage. What type of serial cable will most likely fit his old computer?

- A cable that will plug into the DB15 port
- A cable that will plug into the DB9 port

Correct!

Correct. 9-pin ports are called DB9 or serial ports. Serial ports have been largely replaced by USB ports, but can still be found on routers and other hardware. Most older desktop computers and many older laptops have/had a DB9 serial port.

- A cable that will plug into the 6-Pin port
- A cable that will plug into the 25-Pin port

Question 7

10 / 10 pts

A user called to inform you that the laptop she purchased yesterday is malfunctioning and will not connect to her wireless network. You personally checked to verify that the wireless worked properly before the user left your office. The user states she rebooted the computer several times but the problem still persists.

Which of the following is the first step you should take to assist the user in resolving this issue?



Inform the user she will need to return the laptop so you can replace the internal Wi-Fi card and verify wireless functionality.

Correct!



Have the user press the appropriate function key combination to enable the wireless radio and then attempt to connect to the wireless network.

Correct. Modern laptop computers provide an easy method of toggling the Wi-Fi, GPS, and cellular radios on and off by means of the keyboard function keys. For example, to toggle the Wi-Fi radio on/off, the user may be required to depress and hold the Fn key and then press F5.



Instruct the user on how to reseat the internal mini-PCIe wireless adapter and try to connect to the wireless network.



Ask the user to turn on the laptop's airplane mode and attempt to reconnect to the wireless network.

Question 8

0 / 10 pts

You replace an internal drive that is only used to backup data on a computer. Before you install the case cover, you power on the computer and observe the disk drive lights are not blinking. You suspect it may not be receiving power, but cannot find the power supply tester. How can you quickly verify whether power is being supplied to the disk drive?

You Answered



Use a POST card

Incorrect. A POST (power-on self-test) card is used to troubleshoot problems that occur after you power on the computer but before the operating system is loaded. The replacement drive is only used to backup data so we can infer that it does not contain the operating system. The question does not indicate the computer did not boot successfully so POST must have completed without errors.

- Replace the power supply
- Run diagnostic software once the OS loads
- Use a multimeter

Correct Answer

Question 9

10 / 10 pts

What connector has 4 pins, is used for older IDE drives and some SATA drives, and can provide +5 V and +12 V power outputs?

- SATA connector
- PCIe connector
- P1 connector
- Molex connector

Correct!

Correct. The Molex connector is a 4-pin connector used for older IDE drives, some newer SATA drives, and extra power to video cards. It can provide +5 V and +12 V power.

Question 10**0 / 10 pts**

Maria has a laptop with a motherboard that is beyond repair. She comes to your computer repair shop and requests that you replace the motherboard. What are two of the most likely responses you will give her?

Correct Answer

Buy a new laptop because replacing it will be more cost-effective than repairing it.

You Answered

You thank them for their business, tell them how much it will cost, and how long it will take.

Incorrect. Unless you are very experienced replacing motherboards in laptops, you don't know for sure how much it will cost and how long it will take. You might end up losing money in the process and not complete the task to the customer's satisfaction.

You Answered

You assure the customer it is not the system board because they seldom go bad; you will troubleshoot and fix it.

Incorrect. You cannot make an absolute determination on what is or is not the problem without some level of troubleshooting. It is better not to give the customer what could be a false sense of hope.

Correct Answer

Your shop has made a conscious decision not to replace motherboards on laptops.



It will take a long time because laptop motherboards are not typically in stock.

Quiz Score: **60** out of 100

M01 Chapter 2 Quiz

Due Aug 30 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	5 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Aug 29 at 7:41pm

This attempt took 5 minutes.

Question 1

10 / 10 pts

Your manager wants you to build a custom computer for a dedicated application. Which of the following is NOT a factor that needs to be considered?

Correct!

- What operating system will be installed?

Correct. The type of operating system is not a consideration when selecting a motherboard for conventional use such as deploying it for a dedicated application.

- How is the motherboard going to be used?
- What form factor does the motherboard use?
- What is the price of the motherboard?

Question 2**10 / 10 pts**

Ana buys a computer from a surplus sale event at a local university. When she boots it up, it asks for a password even before the operating system loads. How can she overcome this problem?

- Reinstall the operating system and reboot the system.
- Insert a bootable USB flash drive and restart the system.
- Configure jumpers to clear the BIOS/UEFI settings.

Correct!

Correct. If a power-on user password and/or a supervisor password is configured, they can be cleared by setting a jumper on the motherboard to clear any customized BIOS/UEFI settings.

- Access the BIOS/UEFI and clear the user password.

Question 3**0 / 10 pts**

What is the maximum throughput speed of PCI Express Version 6.0 using 16 lanes?

You Answered 16 GB/sec 32 GB/sec

Incorrect. PCI Express Version 4.0 has a throughput speed of up to 32 GB/sec.

 63 GB/sec 126 GB/sec**Correct Answer**

Question 4

10 / 10 pts

The security team in a mid-sized company wants to test drive encryption using an HSM. What are three possible ways of accomplishing this?

 Using HSM software Enable HSM in the TPM**Correct!** Using an expansion card

Correct. A hardware security module (HSM) can be installed as an expansion card to implement drive encryption. This is a viable option when a TPM chip is not available.

Correct! Using an external USB device

Correct. A small external USB device could be used as a hardware security module (HSM) to implement drive encryption on one system. This is a viable option when a TPM chip is not available.

Correct! Using a network appliance

Correct. Hardware security module (HSM) services could be delivered over the network to provide cryptographic functionality including drive encryption.

Question 5

10 / 10 pts

A company is researching motherboards for a small / compact low-end system they are designing to be used in a home theater system. Which motherboard form factor is the company most likely to use?

- ATX
- mATX
- E-ATX
- mITX

Correct. The mini-ITX (mITX), also referred to as an ITX board, is a small form factor (SFF) board used in low-end computers.

Question 6

10 / 10 pts

When you build a computer from parts, you usually start by deciding on which two components?

- video card

Correct! processor

Correct. The processor is one of the first decisions that must be made when building a computer from parts.

Correct! motherboard

Correct. The motherboard is one of the first decisions that must be made when building a computer from parts.

 RAM case**Question 7****10 / 10 pts**

At what point during the motherboard installation should you install the motherboard drivers?

- Before applying power for the first time
- After the POST successfully completes
- Only if you get a blue screen of death when Windows boots
- After Windows successfully boots without errors

Correct!

Correct. You need to verify Windows will boot without errors and there are no conflicts reported.

Question 8**10 / 10 pts**

Oliver is replacing a processor that fits into an LGA1700 socket. The motherboard into which the processor is being installed must be compatible with what generation of processor and chipset?

Correct!

- Alder Lake

Correct. Alder Lake is part of the 600 Series Chipsets (12th generation); the processor uses an LGA1700 socket.

- Rocket Lake

- Comet Lake

- Coffee Lake Refresh

- Coffee Lake

Question 9**10 / 10 pts**

Motherboards may contain which three of the following ports on the I/O panel?

Correct!

- USB ports

Correct. Multiple USB ports may be found on the I/O panel.

- SATAe

Correct!

- RJ-45 LAN port

Correct!

Correct. RJ-45 LAN ports may be found on the I/O panel.

- HDMI, DVI, and/or DisplayPort

Correct. Video ports such as HDMI, DVI, and/or DisplayPort may be found on the I/O panel.

- PCIe ports

Question 10

10 / 10 pts

You install a virtual machine app such as VMware or Virtual Box. However, when you try to create a virtual machine, the system issues a message implying that virtualization is not supported. How/where could you potentially fix the problem?

Correct!

- Windows Control Panel

- BIOS/UEFI

Correct. Most computers require that virtualization be enabled in the BIOS/UEFI.

- TPM chip

- Virtualization Jumper

Quiz Score: **90** out of 100

M02 Chapter 3 Quiz

Due Sep 6 at 11:59pm

Points 100

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
KEPT	<u>Attempt 2</u>	4 minutes	95 out of 100
LATEST	<u>Attempt 2</u>	4 minutes	95 out of 100
	<u>Attempt 1</u>	10 minutes	60 out of 100

Score for this quiz: **95** out of 100

Submitted Sep 9 at 11:37pm

This attempt took 4 minutes.

Question 1

10 / 10 pts

Tomi buys a CPU from a computer store. The retail box references the amount of L1 cache in the list of features. What is it referring to?

- The maximum amount of memory the processor can access
- The memory in the CPU package, but not on the processor die
- The amount of memory residing directly on the processor die

Correct!

Correct. L1 is the amount of memory on the processor chip (die) itself. It is faster than RAM and typically in the order of Kilobytes per core.

- The memory between the CPU package and the DIMM slots

Question 2

10 / 10 pts

Joanna is researching high-end motherboards for a gaming computer with the best performance possible. Which consideration should be highest on the list?

- Use the processor with the most cores
- Use the highest-performing processor

Correct. The best performance possible is a term that cannot be measured objectively. But getting the highest-performing processor the motherboard supports is a good way to ensure one can extract the best performance the motherboard can deliver.

- Use the highest-performing memory
- Use the highest-performing motherboard

Question 3

10 / 10 pts

A help desk technician is reading the manual for the motherboard in a server to ensure the right type of memory is installed during an upgrade. The documentation says it provides additional reliability because it is capable of correcting single bit errors. What technology do the memory modules use?

- Parity
- Quad channel

Correct!

- ECC

Correct. ECC, or error-correcting code, is an error checking technology used in DIMMs for servers to ensure extreme reliability by detecting and correcting single bit errors.

- EDB

Question 4

10 / 10 pts

An entrepreneur wants to design and produce memory modules that meet industry specifications. To increase memory performance in servers the module should use technology to hold and amplify the signal just before the data is written to the module. What technology should the memory modules include?

- ECC
- Registers

Correct. Registers and buffers hold data and amplify a signal just before the data is written to the module.

- Parity
- CAS

Question 5**10 / 10 pts**

What type of processor memory is located on the processor chip (processor die)?

 Level 0 cache Level 1 cache

Correct. Level 1 cache, or L1 cache, is the memory on the processor chip (called a die).

 Level 2 cache Level 3 cache**Question 6****10 / 10 pts**

A software development firm needs to test a high-end application on a system with a family of 64-core AMD processors. Which processor will meet their needs?

Correct! Ryzen Threadripper

Correct. Ryzen Threadripper is an AMD processor with 64 cores and 128 threads. (AMD)

 Ryzen with Graphics Athlon with Graphics

Athlon Pro

Question 7

10 / 10 pts

A field service technician is replacing a server motherboard that supports CPUs with multithreading capabilities. The technician notices the motherboard has four processor sockets. If each socket supports a quad-core processor, how many logical processors does the system appear to have?

4

8

16

32

Correct. The system can accommodate four processors. Each processor has four cores. Each core, using multithreading, can handle two threads so each CPU appears to have eight logical processors. Thus, the total number of logical processors is 32 (4 CPUs x 4 Cores per CPU x 2 threads per core).

Question 8

10 / 10 pts

After installing the processor and reassembling the computer, the system begins the boot process and suddenly turns off before completing the boot. You turn everything off, unplug the power cord, press the power button to drain the power, and open the case. What should you do next?

Correct!

- Verify the processor is securely seated and connected

- Verify the cooler is securely seated and connected

Correct. If the cooler is not installed correctly, the system will boot but shut down before the process is complete as the processor is overheating.

- Rotate the processor clockwise 90 degrees in the socket

- Remove the old power supply and install a new one

Question 9

10 / 10 pts

What three characteristics are true about SRAM and DRAM?



- SRAM and DRAM both need to be refreshed with the same frequency

Correct!

- Both are considered volatile because they only hold data while power is on

Correct. Once power is removed from SRAM and DRAM the information stored is lost.

Correct!

- SRAM is faster than DRAM because it does not need to be refreshed

Correct. SRAM does not need additional clock cycles to refresh the data. DRAM, or dynamic RAM, is the most common type of RAM and loses its data rapidly, so the memory controller must refresh it several thousand times a second.



DRAM is closer to the CPU than SRAM because it has a 64-bit data path

Correct!

The type of memory used in a memory cache is SRAM because it is faster

Correct. The type of memory used in cache memory is SRAM; it is faster than DRAM.

Question 10

5 / 10 pts

Which of the following two statements are true regarding DRAM?

You Answered

RIMM is a type of DRAM used in desktop and laptop motherboards

Incorrect. RIMM is not a type of DRAM used in motherboards or laptop motherboards.

Correct!

DIMM is a type of DRAM used in modern motherboards

Correct. DIMM is the type of DRAM used in modern motherboards.

Correct!

SO-DIMM is a type of DRAM used in modern laptop motherboards

Correct. SO-DIMM is the type of DRAM used in modern laptop motherboards.



SIMM is a type of DRAM compatible with older and newer motherboards



RAMM is a type of DRAM that is optimized for multimedia applications

Quiz Score: **95** out of 100

M02 Chapter 3 Review

Due Sep 6 at 11:59pm

Points 100

Questions 20

Time Limit None

Allowed Attempts 3

Instructions

After you have read and reviewed the chapter, go through this chapter review. Make sure that you COMPLETELY understand each question. This assignment is not timed, can be taken up to three times, and the highest score will be used.

[Take the Quiz Again](#)

Attempt History

	Attempt	Time	Score
KEPT	Attempt 2	15 minutes	45 out of 100
LATEST	Attempt 2	15 minutes	45 out of 100
	Attempt 1	18 minutes	36.67 out of 100

! Answers will be shown after your last attempt

Score for this attempt: **45** out of 100

Submitted Aug 30 at 10:47am

This attempt took 15 minutes.

Incorrect

Question 1

0 / 5 pts

Malai has a desktop computer at home that among other apps, is also running an older 32-bit video game. What type of processor does the computer most likely have?

Itanium x86

Incorrect. x86 processors can only process 32 bits and are not hybrid processors.

 Dual Mode x86-64

Incorrect

Question 2

0 / 5 pts

You are able to successfully install new DIMMs with a data path that have 72 bits in a server using a 64-bit processor. Which of the following is true regarding this scenario?

 The system will issue an error message and not power up It is not possible to fit a 72-bit DIMM in a 64-bit system The system will power on but then shutdown right away

Incorrect. A shutdown event shortly after powerup typically happens when the thermal compound between the CPU and cooling fan is not properly applied. The CPU overheats and the system shuts down to prevent damage to the processor.

 The system will run as expected with no problems at all

Question 3**5 / 5 pts**

A field service technician is replacing a server motherboard that supports CPUs with multithreading capabilities. The technician notices the motherboard has four processor sockets. If each socket supports a quad-core processor, how many logical processors does the system appear to have?

 4 8 16 32

Correct. The system can accommodate four processors. Each processor has four cores. Each core, using multithreading, can handle two threads so each CPU appears to have eight logical processors. Thus, the total number of logical processors is 32 (4 CPUs x 4 Cores per CPU x 2 threads per core).

Incorrect**Question 4****0 / 5 pts**

A customer takes a computer to a repair shop because the system did not boot successfully after adding a memory module to help increase performance. What is likely to be the problem?

 Two different manufacturer's memory are installed The memory modules operate at different speeds

Incorrect. You can mix memory speeds, but all modules will perform at the slowest speed.

- One memory stick is unbuffered, the other is registered
- One of the memory slots has been left unpopulated

Question 5

5 / 5 pts

A company needs to upgrade their servers and workstations to support the latest 64-bit applications and deliver better performance. Which two processors will satisfy the company's requirements?

- Itanium

Correct. The Itanium processor is a 64-bit processor designed for use in servers and workstations.

- Celeron

- Xeon

Correct. The Xeon processor is a 64-bit processor designed for use in servers and workstations. It requires a 64-bit operating system and can handle 32-bit applications by simulating 32-bit processing.

- Core i7

Incorrect

Question 6

0 / 5 pts

Tomi buys a CPU from a computer store. The retail box references the amount of L1 cache in the list of features. What is it referring to?

- The maximum amount of memory the processor can access
- The memory in the CPU package, but not on the processor die

Incorrect. Memory in the CPU package, but not on the processor die is either Level 2 or Level 3 cache. L2 cache is closer to the die than L3.

- The amount of memory residing directly on the processor die
- The memory between the CPU package and the DIMM slots

Incorrect

Question 7

0 / 5 pts

Gina is upgrading your computer with a new processor. She installs the processor into your motherboard and adds the cooling system. She powers up the computer, and it begins to boot but then shuts down.

What could be the cause of this problem?

- Computer is overclocked.
- Thermal compound was not used.
- Processor is not compatible.
- Processor is not seated properly.

Incorrect. If your processor is not seated properly, it will not start or boot. The processor will not be able to read the code to run POST, the computer will not have a signal, and the fans will be spinning.

Incorrect

Question 8

0 / 5 pts

What is the most likely result of a correctly installed processor, but an incorrectly installed cooler?



Powers on, stays on, but the system freezes and nothing else happens

Incorrect. If the power comes on but the system fails to work, most likely the processor is not seated solidly in the socket, or some power cord is not connected or connected properly.



Boot process begins, but the system suddenly turns off after a short period



You press the power button, but the system does not power on at all



BIOS/UEFI setup does not recognize the processor correctly

Question 9

5 / 5 pts

A help desk technician is reading the manual for the motherboard in a server to ensure the right type of memory is installed during an upgrade. The documentation says it provides additional reliability because it is capable of correcting single bit errors. What technology do the memory modules use?



Parity

Quad channel

ECC

Correct. ECC, or error-correcting code, is an error checking technology used in DIMMs for servers to ensure extreme reliability by detecting and correcting single bit errors.

EDB

Incorrect

Question 10

0 / 5 pts

An entrepreneur wants to design and produce memory modules that meet industry specifications. To increase memory performance in servers the module should use technology to hold and amplify the signal just before the data is written to the module. What technology should the memory modules include?

ECC

Incorrect. ECC, or error-correcting code, is an error checking technology used in DIMMs for servers to ensure extreme reliability by detecting and correcting errors.

Registers

Parity

CAS

Question 11

5 / 5 pts

What is the general name of the processor feature that AMD calls HyperTransport?

Multicore processing

Multithreading

Correct. Multithreaded processors have extra registers, or holding areas, to store multiple threads for processing. Intel calls this technology Hyper-Threading and AMD calls it HyperTransport.

Virtualization

Multiprocessor platform

Incorrect

Question 12

0 / 5 pts

For maximum efficiency and performance, a highly tuned and specialized application needs to run on a system capable of handling exactly 16 threads at the same time from the operating system. Which two of the following will best meet the specified requirement?

A motherboard with four dual-core processors

Correct. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). $4 \text{ CPUs} \times 2 \text{ cores} \times 2 \text{ threads} = 16$.

A system board with two quad-core processors

Correct. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). $2 \text{ CPUs} \times 4 \text{ cores} \times 2 \text{ threads} = 16$.

- A system with a 64-bit operating system installed

Incorrect. The number of simultaneous threads the system can handle is determined by the underlying hardware. Thus, installing a 64-bit operating system on a system that, for example, only has one quad-core processor will only be able to handle eight threads simultaneously (two per core).

- A system board with four quad-core processors

Incorrect. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). In this case $4 \text{ CPUs} \times 4 \text{ cores} \times 2 \text{ threads} = 32$. The requirement in the problem statement says exactly 16 threads.

- A motherboard with two 8-core processors

Incorrect. The number of threads is determined by multiplying the number of CPUs times the number of cores times 2 (each core can handle two threads). In this case $2 \text{ CPUs} \times 8 \text{ cores} \times 2 \text{ threads} = 32$. The requirement in the problem statement says exactly 16 threads.

Question 13

5 / 5 pts

After installing the processor and reassembling the computer, the system begins the boot process and suddenly turns off before completing the boot. You turn everything off, unplug the power cord, press the power button to drain the power, and open the case. What should you do next?

- Verify the processor is securely seated and connected

- Verify the cooler is securely seated and connected

Correct. If the cooler is not installed correctly, the system will boot but shut down before the process is complete as the processor is overheating.

- Rotate the processor clockwise 90 degrees in the socket

- Remove the old power supply and install a new one

Question 14

5 / 5 pts

A software development firm needs to test a high-end application on a system with a family of 64-core AMD processors. Which processor will meet their needs?

- Ryzen Threadripper

Correct. Ryzen Threadripper is an AMD processor with 64 cores and 128 threads. (AMD)

- Ryzen with Graphics

- Athlon with Graphics

- Athlon Pro

Question 15

5 / 5 pts

You are researching RAM for a computer you are building for a friend who will be using the system as a home office server for a small business. She wants the added protection so the computer will not crash due to a memory error.

What type of RAM should you consider purchasing?

Unbuffered

Buffered

ECC

Correct. ECC compares bits written to the module to what is later read from the module and detects and corrects errors in a single bit but only detects errors within 2 bits.

Registered

Question 16

5 / 5 pts

You are reviewing new RAM to purchase for a gaming computer and find three different RAM modules that are the same except for their CL rating.

The memory with which rating will work best?

CL15

Correct. The lower the CAS Latency (CL), the faster the data can be retrieved from the RAM. CL is important on a gaming computer. Any type of lag (time you wait for a response) could cause you to lose a game.

CL18

- CL20
- They will all perform at the same speed.

Incorrect

Question 17**0 / 5 pts**

You are upgrading the RAM in a home computer you bought in 2018. The motherboard supports a quad channel memory configuration. What two types of memory will help maximize performance?

- DDR1
- DDR2
- DDR3
- DDR4

Correct. DDR4 has both dual and quad channel configuration capabilities.

- DDR5

Incorrect. DDR5 is newer technology implemented in some newer motherboards but eventually become more pervasive. It is not supported in older DDR4 motherboards such as those produced in 2018.

Incorrect

Question 18**0 / 5 pts**

A desktop computer with a hybrid processor has four memory slots. However, it only has two DIMMs installed; the size of each DIMM is 4 GB. How large is the data path of each DIMM?

16-bit

Incorrect. Today's DIMMs do not have a 16-bit data path.

32-bit

64-bit

128-bit

Question 19

5 / 5 pts

What type of processor memory is located on the processor chip (processor die)?

Level 0 cache

Level 1 cache

Correct. Level 1 cache, or L1 cache, is the memory on the processor chip (called a die).

Level 2 cache

Level 3 cache

Incorrect

Question 20**0 / 5 pts**

A computer has four DDR4 memory modules. Two modules have a speed of 3000 MHz and the other two have a speed of 4000 MHz. If the two 3000 MHz DIMMs are upgraded, the new modules to be installed should have what rating?

 PC4 24000 PC4 25600 PC4 28800

Incorrect. PC4 28800 corresponds to a speed of 3600 MHz ($3600 \times 8 = 28800$). The 3000 MHz modules would be replaced with 4000 MHz modules which have a PC4 32000 rating.

 PC4 32000**Quiz Score: 45 out of 100**

M03 Chapter 4 Quiz

Due Sep 8 at 11:59pm **Points 100** **Questions 10**
Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Sep 10 at 12:16am

This attempt took 2 minutes.

Question 1

10 / 10 pts

Dakota uses a power supply tester to examine the power supply on a friend's desktop computer that is exhibiting problems. The tester measured a 7 V reading from the +12 V output.

Which devices are most likely to be affected by this deficiency? Select two.

Correct!

Graphics cards

Correct. Graphic cards draw the most power, they draw from the +12 V output.

Correct! USB Ports SATA Drives

Correct. Some older SATA drives require 12 V.

 CPU Keyboard and mouse**Question 2****10 / 10 pts**

A system has been having intermittent problems. Miya decides to measure the output voltage of the power supply. The voltage exceeds the expected value by an unreasonable amount.

What is the most likely consequence?

 The system will overheat causing a shutdown. The processor will be overclocked excessively. None, devices only draw the power they need. Excessive voltage will damage the motherboard.

Correct. A power supply that actively delivers too much power due to an excessive voltage output will damage the motherboard.

Correct!**Question 3****10 / 10 pts**

When you verify a fix, you determine that the problem could have been prevented. What should you do to help the user avoid having the same problem again?

-
- Lock the user out of the problem area.
 - Instruct the user on how to prevent the problem.
-

Correct!

Correct. If you think the problem could have been prevented, the best option is to explain the cause of the problem to the user and how he might prevent this type of issue from occurring. For example, explaining that being especially careful about answering emails from unfamiliar people might help the user prevent malware from infiltrating his computer. This falls under step five of the troubleshooting strategies where you verify the fix and take preventive action.

-
- Don't tell the user anything so that he will have to call you back when the problem occurs again.
 - Document the problem and hope the user reads your notes.
-

Question 4

10 / 10 pts

Which of the following method is not typically used to keep a computer system cool?

-
- CPU fans
 - Case fans
 - Liquid cooling systems
-

Correct!

- Heat sinks
- Keeping the case open

Correct. Keeping the case open is not a recommended long-term cooling solution. A closed case with fans placed in the proper location improves airflow to draw heat away from the system.

Question 5

10 / 10 pts

Sara is having a tough time finding the cause of a problem on a computer she is troubleshooting. She found a possible problem but is not sure if she is correct. In case she is wrong, Sara does not want to test her theory, because doing so might worsen the problem.

What would you advise Sara to do?

Correct!

- Research the problem on the Internet.

Correct. Sara should research the problem until she is sure of her theory. If she thinks it might cause a different problem, she must talk to the customer before testing her theory.

- Test her theory.
- Take a guess about what the problem might be.
- Tell her customer she can't fix the problem.

Question 6

10 / 10 pts

You decide to add three new hard drives to your computer so that you can increase the amount of storage on it. When you install the hard drives, you find enough SATA connections on the motherboard, but it is short one SATA power connector.

What is the easiest way to add a SATA power connector to the system?

-
- Purchase a new power supply.
 - Use a Molex to SATA power adapter.

Correct. You can use a Molex to SATA power adapter to supply power to the SATA hard drive.

-
- Use the Molex connector.
 - You will not be able to add the SATA hard drive.

Question 7

10 / 10 pts

Your computer system loses power while you are working on a project for a very important client. When the computer restarts, you hear continuous short beeps coming from your computer, and the monitor is showing no signal.

What do the beeps mean?

-
- - POST has passed, and your computer is working properly; you should check the video cable.
 - POST has failed, and you should research the BIOS beep codes.

Correct!

Correct. Research the BIOS type and beep codes. Continuous short beeps with an Award BIOS indicates a memory error; with an Intel BIOS it indicates a loose card or short.

- Processor has failed and needs to be replaced.
- RAM should be reseated in the DIMM slots on the motherboard.
- Motherboard needs to be replaced.

Question 8

10 / 10 pts

James added a new video card and needs to get a power supply that will have enough power to run the new card.

When researching the new power supply, what feature does James need to look for to make sure he has enough power to run his computer with the new video card?

- Form factor
- Wattage

Correct!

Correct. Wattage is the amount of power or total output under maximum load. Video cards draw the most power in a system, and it is important to pay attention to the +12V rating.

- Dual voltage option
- 80 Plus Gold rating

Question 9**10 / 10 pts**

Rebecca completed work on a computer and is verifying the functionality of the system when she finds a new problem. This problem is not urgent and can be easily fixed. The policy at Rebecca's company is that all problems need to be reported and given a priority code before they can be assigned to someone. What should Rebecca do about this new problem?

- Report the new problem.
- Troubleshoot the new problem.
- Ignore the new problem.

Correct!

Determine whether fixing the first problem caused the second problem.

Correct. Rebecca needs to determine whether fixing the original problem caused the new problem before she can proceed. Rebecca should reexamine the system and make a best guess relative as to the source of the new problem.

Question 10**10 / 10 pts**

George is involved with a project at work. Over the last few weeks, he has noticed a gradual but significant degradation in performance when running his AutoCAD program. He calls the technician and asks him to check his computer. The technician tells George to reboot the computer and asks George how much RAM was detected. The amount of RAM reported is exactly as expected.

What hardware could be causing this problem? Select two.

Correct! RAM

Correct. The most common cause of RAM not being detected is a memory module that is not seated properly. The technician should reseat all the RAM and see if that fixes the problem. If not, then he should check each RAM module individually by placing only one module in a RAM slot and restarting the system to see if a particular RAM module has gone bad.

 Processor**Correct!** Motherboard

Correct. The motherboard DIMM slot could also be causing this problem. The best way to determine whether the motherboard is the problem is to remove and replace all the RAM, one module at a time. This process tests each slot to see whether a particular memory slot is the issue.

 Video card CMOS batteryQuiz Score: **100** out of 100

M04 Chapter 5 Quiz

Due Sep 15 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Sep 13 at 9:06pm

This attempt took 2 minutes.

Question 1

10 / 10 pts

Dr. Everest, a professor at a university, is using custom software to visually demonstrate to his class the different techniques SSDs implement to help improve performance and reliability. Specifically, how the logical block addressing on a solid-state drive does not always address the same physical blocks, to distribute write operations more evenly.

What should Dr. Everest call this specific portion of his presentation?

Correct!

Wear leveling

Correct. Wear leveling assures that the logical block addressing does not always address the same physical blocks to distribute write operations evenly across the solid-state drive. This technique helps extend the lifespan and reliability of SSDs.

- SMART
- Trimming
- Data migration
- Magnetic defragmentation

Question 2

10 / 10 pts

Keion works as a freelancer creating websites and designing logos for clients. He recently had a hard drive failure and lost work for a client, and he would like to prevent the same type of problem from happening again. Keion does not want to rely on a backup but would like a way to ensure that his data is safe on his computer. You recommend that he create a RAID array that will provide fault tolerance and not suffer data loss if one drive fails.

What RAID configuration should you recommend to Keion?

- RAID 0
- RAID 1

Correct. RAID 1 can be configured to duplicate data to one or more additional drives.

- RAID 5

Correct!

- RAID 10

Question 3

10 / 10 pts

Sharon believes the computer she is troubleshooting is having problems with the hard drive. She wants to test her theory and finds an older, known, good, SATA drive in the spare parts bin but notices the gold conductors in the SATA power connector are very distressed. Sharon also realizes that the spare drive also has a 4-pin power connector.

What type of power connector will Sharon need to supply power to the hard drive?

- 4-pin P1 connector
- 4-pin Aux connector
- 4-pin Molex connector

Correct!

Correct. A 4-pin Molex connector is a power connector for hard drives; and many power supplies still use this connection for power.

- 4-pin 12 V connector

Question 4

10 / 10 pts

You have a computer that is running low on storage, so you decide to install a second hard drive to store your files. You would like to partition the drive you just installed and end up with two volumes. In addition, you want to keep the

original hard drive intact, which is where the Windows operating system resides.

What process would allow you to meet your objective?



Boot from the Windows setup DVD or USB to prepare the new drive.

Correct!



Boot Windows and use Disk Management to prepare the new drive.

Correct. If you are installing a second hard drive in a system that already has Windows installed on it, you should boot Windows and use Disk Management to prepare the new drive. You could use the Windows Disk Management utility to partition drives, create volumes, and group hard drives into a RAID array.



Use the BIOS/UEFI setup screen to partition and format the new drive.



Ensure the new drive is identical to the drive containing the Windows OS.

Question 5

10 / 10 pts

You work for a supplier that provides technology products to a variety of industries. One of your partners calls you and indicates they need to buy 10 computers that will run an application that requires writing to the hard drive at 3.5 Gb/sec.

What standard should the SATA connector on the motherboard support?

SATA Revision 1.x

SATA Revision 2.x

SATA Revision 3.x

Correct. SATA Revision 3.x is rated at 6 Gb/sec.

SATA Revision 3.2

Question 6

10 / 10 pts

This morning when Paul turned on his computer at work, it would not boot. Instead, Paul reported that he heard a loud clicking noise coming from inside his computer.

What might be the problem with Paul's computer?

Correct!

Magnetic hard drive failed.

Correct. Inside the hard drive are moving read/write heads and rotating platters; if they fail, they sometimes emit a loud clicking noise. This noise indicates that the hard drive is the problem.

SSD hard drive failed.

DVD drive failed.

Video card failed.

Question 7**10 / 10 pts**

Johan is a hard drive performance engineer working at a major storage device manufacturer. He needs to measure, record, and analyze the throughput, IOPS, and the latency of the different models of drives the company produces. What is the difference between these three parameters? Select three.



Latency measures the amount of read write operations performed in one second.

Correct!

Latency measures the time required to process a data request or a transaction.

Correct. Latency measures the time required to process a data request or a transaction. The lower the latency the better the performance.

Correct!

IOPS measures the number of read or write operations performed in one second.

Correct. IOPS measures the number of read or write operations performed in one second. A higher IOPS indicates better performance.



IOPS is the amount of data flow through a point in the data path in one second.



Throughput measures the time required to process a data request or a transaction.

Correct!

Throughput is the amount of data flow through a point in the data path in one second.

Correct. Throughput is the amount of data flow through a point in the data path in one second. A higher throughput value means better performance.

Question 8

10 / 10 pts

Godiva's computer is having issues booting up. She troubleshoots and her best guess is that the BCD is corrupt.

In her endeavor to plan a solution and implement it, what command should she include?

chkdsk

diskpart

dfregui

bootrec

Correct. The bootrec command is used to rebuild the BCD or Boot Configuration Data that holds the parameters Windows needs for a successful boot.

Question 9

10 / 10 pts

Juridia buys new a 16 GB flash drive, she takes it out of the package, and tries to copy an 8 GB file to it. However, the operation fails with an error message indicating the file is too large. Which of the following statements are most likely to be true? Select two.

Correct!

The flash drive needs to be reformatted with the NTFS or exFAT file system.

Correct. It is likely the flash drive was formatted with the FAT32 file system from the factory which supports files up to 4 GB in size. Formatting it using the NTFS or exFAT file system will remove the limitation. If you need to format a flash drive that has user data, make sure you back up the data first.



The flash drive was shipped from the factory without low-level formatting.



The flash drive was shipped from the factory with files that need to be deleted.



The flash drive is not working properly and needs to be replaced with a new one.

Correct!

The flash drive has the FAT32 file system, which supports files up to 4 GB in size.

Correct. If the flash drive has the FAT32 file system, it will only support files up to 4 GB in size. Reformatting the flash drive using the NTFS or exFAT file system will eliminate this restriction.

Question 10

10 / 10 pts

Your computer has three drives in a RAID 5 configuration. One of the drives fails so you replace it right away. Immediately upon replacing the drive you notice that the overall performance seems to have been degraded. You research

the issue and conclude that this is the expected behavior. How can you rationalize this behavior?



You can't rationalize this behavior. It is a false statement.
Performance should not be degraded.

Correct!



It takes time to rebuild the data on the new drive. During this time performance is degraded.

Correct. When a drive in a RAID 5 configuration is replaced, the data is rebuilt using the data on the other two drives. For example, if the data you need was originally on the replaced drive, that data will not be available until it is rebuilt. This takes time. Even if no read activity is taking place, the drives are still active reconstructing the lost data on the replacement drive. The lost data includes both, actual user data and parity data. Once the data has been rebuilt, performance is restored.



When a RAID 5 drive fails, the data is temporarily written to pagefile.sys which is slower than RAID 5.



The new drive was not detected so the system continues to use RAID 5, but in a degraded mode.

Quiz Score: 100 out of 100

M05 Chapter 6 Quiz

Due Sep 22 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	<u>Attempt 1</u>	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Sep 22 at 6:31pm

This attempt took 2 minutes.

Question 1

10 / 10 pts

Jordan, a junior technician, ordered hardware for facial recognition capabilities on every computer at work. Before the hardware was delivered, he was removed from the project to help upgrade the operating system on every computer. After a few months, he was finally able to get back to the facial recognition project. He installs the webcam, the adapter card, and the drivers that were included in the optical media. Issues are evident so he checks the Device Manager and does not see any issues. When Jordan asks a senior technician for help, the senior technician asks him one question.

What did the senior technician ask Jordan?

Did you update the BIOS/UEFI?

Did you turn on the expansion port?

Did you update the drivers?

Correct. Download and install the drivers for the updated operating system is a reasonable first step to resolve issues with a particular I/O device.

Did you update the hardware?

Question 2

10 / 10 pts

Patrick wants you to repair his laptop LCD screen. Patrick insists that it was not his fault, but sometime during the night, the laptop fell off his desk, and now the screen is broken. During disassembly of his laptop, you see a mini-PCIe card with a black cable and a white cable wire connected that appear to go into the screen bezel.

What is the function of the two wires?

Correct!

Wi-Fi antenna

Correct. The wires are the antennas for the Wi-Fi card. Wi-Fi antennas are placed around the screen in the bezel. The wires are then run to the Wi-Fi adapter on the motherboard.

Video cable

Sound cord for the sound port

Webcam connector

Question 3**10 / 10 pts**

Jose calls you at the help desk because he is having a problem logging on to his laptop computer. After several unsuccessful attempts to enter his password, he asks you to reset the password because he must have forgotten it. You reset his password, and he types it, but again the computer rejects it. Jose assures you that he typed the correct username and password. You ask him what type of computer he is using, and he tells you a laptop.

What might be the problem with Jose's computer?

- Keyboard is not working.
- OS is corrupt.
- Keyboard is in the wrong language.
- Num Lock key is on.

Correct. Laptops use this key to toggle between the keys interpreted as letters and the keys interpreted as numbers. Most laptops have a Num Lock indicator light near the keyboard.

Question 4**10 / 10 pts**

Ron is using an older computer with only one RAM module to experiment with the installation of various Windows operating systems. After the first installation he checks the Device Manager and notices a yellow triangle next to the entry labeled SM Bus Controller.

What should Ron do to fix this problem?

- Reboot the computer after installing the OS.

- Flash the BIOS/UEFI with the latest version.
- Ensure the CPU and RAM are properly seated.
- Install the chipset drivers for the motherboard.

Correct!

Correct. The SM Bus Controller (System Bus Controller) is used to, among other things, monitor the voltage and temperature of the motherboard. It is part of the chipset which is the glue that connects the CPU to the other components.

Question 5

10 / 10 pts

Four years ago Faleka bought a custom computer with a mid-tier motherboard and a basic configuration option. During the last three months he has noticed the video quality seems to be gradually degrading. To troubleshoot, he uses a known-good replacement monitor and video cable, but the problem persists.

What would be a reasonable course of action for Faleka to take?

- Remove the existing onboard video card and install a new one.
- Disable the onboard video port and install a new graphics card.

Correct!

Correct. Since the problem is neither the monitor nor the cable, disabling the onboard video and installing a new graphics card is a reasonable course of action. Since the computer has a basic configuration it does not necessarily need to be a high-end graphics adapter.

- A wireless router is too close to the monitor causing interference.
- Four years is a long time, so the video drivers need to be updated.

Question 6**10 / 10 pts**

Charanya decides it is time for an upgrade. She buys a new computer, a used 17-inch LCD monitor at a thrift shop, as well as a VGA splitter for screen duplication purposes and compatibility with the original VGA monitor. When she plugs in the monitors, the image on the LCD monitor is blurry. What are possible explanations for, and/or how could she rectify, this condition? Select two.



The monitor was defective to begin with so she should return it right away and buy a new one.

Correct!

The monitor is not set to the native or recommended resolution hampering the image quality.

Correct. If the monitor is not set to the recommended or native resolution, image blur could result.

Correct!

Upgrading the VGA cable to a DVI, HDMI, or DisplayPort standard will improve the image quality.

Correct. Image blur is possible if using a VGA cable with an LCD monitor. A digital connection such as DVI, HDMI, or DisplayPort will help render better image quality.



A 17-inch monitor is too small to support the higher resolution capabilities of new computers.

Question 7**10 / 10 pts**

Sherri has recently been injured. She is having a problem using her left hand and would like to use a stylus to move her mouse around the screen on her laptop computer.

What type of I/O device can Sherri add to her system to allow a non-touch screen laptop to use a stylus to manipulate the screen?

Inverter

OLED

Touch screen

Digitizer

Correct. Sherri can add a digitizer to a monitor. She will connect it to the computer via a USB port and place the digitizer so that it can read the stylus. This will allow Sherri to use a stylus to manipulate the screen.

Question 8

10 / 10 pts

You are asked to install a new adapter card in 30 office computers at an existing branch location. Which of the following is NOT a necessary step in the process?

Backup important data that has not been backed up.

Verify the adapter card to be installed is ESD-resistant.

Correct!

Correct. You cannot verify that an adapter card is ESD-resistant or not susceptible to ESD (electro-static discharge) because all adapter cards are susceptible. Proper ESD precautions need to be followed, such as using an ESD wrist strap, to ensure the cards are not damaged. The adapter card will have typically been placed in a static-shielding when being transported from station to station in the manufacturing process, as well when placed in the final retail package.

- Verify the card fits into an empty expansion slot.
- Verify the device drivers are available for the OS.

Question 9

10 / 10 pts

You just started a new job at a media production company. On the first day, Kumar drops off a new 27 inch monitor in your office and recommends you use the DisplayPort connector. Why would he make such a recommendation?

-
- DisplayPort natively interfaces with the VGA connector offering a great deal of flexibility.
-
- DisplayPort uses an analog signal, so it is less susceptible to electro-magnetic interference.
-
- DisplayPort is compatible with HDMI, DVI, and VGA so the video cable is interchangeable.
-
- DisplayPort offers the highest data rate and is capable of delivering digital video and audio.

Correct!

Correct. The high data rates in DisplayPort allow for a better media experience. Since the company referenced in the question is a media production entity, it makes sense to adopt the standard which will render the best video quality.

Question 10

10 / 10 pts

Sarah needs to connect to a console port on an enterprise switch. Her laptop does not have the correct port. When she mentions this to her boss, he tells her that they have several older laptops in a closet with RS-232 ports.

What type of connector does the laptop have?

- A 15 pin three row D-shaped connector
- A rectangle with a blue connection in the middle
- A 6 pin round connector that is purple
- A 9 pin two row D-shaped male connector

Correct!

Correct. A RS-232 is a serial connector. This connector is a 9 pin two row D-shaped male connector.

Quiz Score: 100 out of 100

M06 Chapter 7 Quiz

Due Sep 29 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	3 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Sep 30 at 12:49am

This attempt took 3 minutes.

Question 1

10 / 10 pts

Jesenia read an article that said stored data, such as when you are downloading an app, is transmitted using TCP, but live-streaming events are transmitted using UDP. Why would this be true? Select two.

Correct!



TCP is reliable and ensures the delivery of data using a connection-oriented mechanism.

Correct. TCP (Transmission Control Protocol) is reliable and uses a connection-oriented mechanism to guarantee the delivery of data. It expects an acknowledgement from the destination. If it does not receive one, it resends the data.



UDP uses acknowledgements to ensure and guarantee the delivery of important data.



UDP will retransmit data that has been lost during the transmission to guarantee delivery.

Correct!



UDP is fast and does not retransmit lost data so as not to disrupt the live video feed.

Correct. Live stream video feeds and real-time calls using Voice over IP are best delivered in a continuous stream so as not to disrupt the experience. If a live-stream video packet is lost, the video quality may be degraded for a second. If a voice packet is lost, the recipient could ask to repeat the statement.



Stored data is transmitted to a specific device, but live-stream data is sent to various devices.

Question 2

10 / 10 pts

Henry is using the command line to troubleshoot whether a Windows client is able to connect to the server on his network.

What command should Henry use to check whether he has connectivity to the server?

ipconfig ipconfig /displaydns ifconfig ping

Correct. The ping command allows Henry to test whether the system has connectivity with the computer he is pinging. The ping command sends an echo request message. If there is connectivity, the receiving device will respond with an echo reply, along with the round trip time in milliseconds. If there is no connectivity, a destination unreachable or similar message will be displayed.

Question 3

10 / 10 pts

Vishalini rented a small office to offer bookkeeping services. She needs DHCP, wired, wireless, and file sharing capabilities, as well as a switch to connect three computers. However, her technology budget is limited. How can she obtain access to all these capabilities at a modest cost?

Correct!

 Buy a multifunction router.

Correct. A multifunction SOHO router can offer all the features specified. For file sharing capabilities, the router needs to have a USB port to connect external storage which can be used to share files with network users.

 Lease a simple modem from the ISP. Buy used components online.

- Integrate the services into a server.

Question 4**10 / 10 pts**

A small company has a few users that are spending too much time on specific social media web sites; this is affecting their productivity at work. The manager asks if it is possible to limit access to those sites.

Which of the following will satisfy the request while not limiting access to other websites?

- Implement MAC filtering on the router for the PCs that are accessing the sites.
- Configure a firewall and add the web sites the users are visiting to the whitelist.
- Configure a firewall with content filtering on the PCs of users who visit the sites.
- Configure a proxy server as an internet appliance to limit access to the web sites.

Correct. A proxy server is a computer that can be configured to intercept web traffic to, among other things, limit access to certain web sites.

Question 5**10 / 10 pts**

Akello uses his computer to download a document from the internet. What role does his computer play as opposed to the computer from which he is downloading the document? Select two.

Correct!

- His computer is a client

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

- His computer is a server

- The computer from which he downloads the document is a client

Correct!

- The computer from which he downloads the document is a server

Correct. In a client/server model, the device initiating the request is the client and the machine that responds to the request, and services that request, is the server. The client application is the browser Akello is using, and the system supplying the resource is the web server.

Question 6

10 / 10 pts

Torino receives a call from a SOHO client who says her computer is not working. He goes to her office and checks the network settings. He notices that the default gateway entry is blank, yet he can ping the router. Once he enters the default gateway, the problem is solved. What did the client mean when she said her computer is not working?

- The network interface card was disabled

Correct!

- The computer had no internet access

Correct. If the default gateway is not set, the computer will not be able to send traffic outside of the local network. He can ping the default gateway because the router interface is part of the local network. The address on the router interface is the default gateway but the computer does not know this unless it is explicitly configured either manually or automatically using DHCP.

- She could not print on the local printer
- The computer had an invalid IP address

Question 7

10 / 10 pts

A technician wants to configure a DHCP server to guarantee that certain printers always receive the same address. Which of the following should the technician configure?

- VPN tunnel
- Address reservation

Correct. An address reservation can be configured on a DHCP server to always assign the same IP address to a network host. When the host queries the DHCP server, the server checks the MAC address of the host and assigns the appropriate preconfigured IP address.

- Subnet mask
- Default gateway

Question 8**10 / 10 pts**

You log in to a wireless router with administrative privileges and change the SSID. What exactly have you done?

Correct!

- Changed the network name

Correct. The network name for a wireless router is the SSID (Service Set Identifier). When you connect to a wireless network, you may see multiple networks names available for selection; these are the SSIDs. Most are secure so you will need a password to connect.

- Changed the MAC address
- Changed the IP address
- Changed the subnet mask
- You cannot change the SSID

Question 9**10 / 10 pts**

You run the ipconfig /all command on your Windows computer and see a hexadecimal value that looks like this: E0-70-EA-4E-AB-A5

What does it represent? Select two.

- IP address
- Port number

Correct! MAC address

Correct. The MAC address is the same as the physical address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

 Logical address**Correct!** Physical address

Correct. The Physical address is the same as the MAC address burned-in to the NIC. It cannot be changed by conventional means and is globally unique.

Question 10**0 / 10 pts**

You want to setup a separate network at home that is accessible from the internet. You want it to be isolated from your personal network, so you lease an IPv6 address from the ISP. When you configure the interface IDs of the devices on the network, which bits in the IPv6 address will you be modifying?

- The first 48 bits of the IPv6 address

- The 16 bits following the first 48

Incorrect. The 16 bits following the first 48 make up the subnet ID. The subnet ID allows you to create 65,535 subnets. A subnet is a subdivided network, so every subnet is fundamentally a network.

You Answered

Correct Answer

- The last 64 bits of the IPv6 address

- The last 32 bits of the IPv6 address

Quiz Score: **90** out of 100

M06 Chapter 8 Quiz

Due Sep 29 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	3 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Sep 30 at 12:26pm

This attempt took 3 minutes.

Question 1

10 / 10 pts

A geospatial company uses LRFW networks because it allows them to transmit signals across large distances that can sometimes exceed 100 miles. What features of LRFW enable this capability? Select two.

Correct!

- Highly directional antennas

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

Correct!

- High frequency transmission
- High bandwidth transmitter
- High orbital geospatial satellite
- High power transmission

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

Question 2**10 / 10 pts**

Nikita attempts to install a hypervisor on her laptop. When she tries to create a virtual machine an error message suggests that virtualization is not supported. Where can she check to see if virtualization is enabled?

Correct!

- UEFI/BIOS
- Control Panel
- Device Manager
- Programs and Features

Correct. Access the motherboard BIOS/UEFI to enable virtualization as needed.

Question 3**10 / 10 pts**

A corporation requires a connection between two campus building that are 250 meters apart. The link must be able to carry traffic at 8 Gbps, at the very least. Which of the following cable combinations will meet these requirements?

- Coaxial cable with BNC connectors
- Cat6 STP cable with RJ-45 connectors
- 10GBase cable with either SC or LC connectors

Correct. 10GBase ER, 10GBase SR, 10GBase SW, and 10GBase SX fiber-optic cables using either an SC or LC connector operate at 10 Gbps at up to 550 meters.

- Cat5e UTP cable with RJ-45 connectors

Question 4

10 / 10 pts

Mr. Sales knocks on your door and tries to sell you a faucet with the ability to notify you through your cell phone if it springs a leak. What technology enables this capability?

- PoE
- SDN
- IoT

Correct!

Correct. IoT represents the Internet of Things. It refers to the ability to connect what could, at one point in time be considered non-traditional devices, to a network such as doorbells, baby monitors, appliances, and thermostats. Depending on the configuration, these devices can be controlled remotely or used for monitoring through the internet.

- SCADA

Question 5

10 / 10 pts

Online activity for a retail company rises dramatically in November and December. Which cloud computing feature allows them to automatically scale up or down their computing resources to meet demand?

Correct!

- Rapid Elasticity

Correct. Rapid elasticity is the ability of the cloud service to be scaled up or down as the need level changes for a particular customer.

- High Availability
- Metered Utilization
- File Synchronization

Question 6

10 / 10 pts

You are using a crimper to attach an RJ-45 connector to a Cat 6 UTP cable.

Your company requires that all cabling follow the TIA/EIA 568A standard.

Starting with pin 1 of the modular plug, which wire color code will you use?



Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown

Correct!



Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown

Correct. This is the correct color code for the T568A standard starting with pin 1.



Orange/white, orange, green/white, green, blue/white, blue, brown/white, brown



Green/white, green, orange/white, orange, blue/white, blue, brown/white, brown

Question 7

0 / 10 pts

To reduce costs, a company wants to slowly transition and eventually eliminate their dependency on their own hardware, datacenter, and IT personnel to manage the data center. What would you initially recommend?



Public cloud services

Answered



Client-side virtualization

Incorrect. Client-side virtualization is far too limited in scope so it will not work. Starting with a hybrid cloud would be more appropriate.

Correct Answer

- Hypervisor services
- Hybrid cloud services

Question 8

10 / 10 pts

Ibrahim is a computer teacher at a large high school with an 802.11n wireless network. They ask him to run a 1 Gbps Ethernet cable from a switch to a computer that happens to be 150 meters away. How should he best proceed?

Correct!

- Forgo the Ethernet cable and use a wireless extender.
- Forgo the Ethernet cable and use a wireless access point.
- Use two 75-meter-long cables with a switch in between.

Correct. Since Ethernet limits the maximum cable length to 100 meters, two 75-meter cables with a switch in between will satisfy the requirement.

- Use one Ethernet cable that is 150 meters in length.

Question 9

10 / 10 pts

In which of the following situations should you install an IPS instead of an

IDS?



You want to improve access times to frequently accessed websites.



You want to document any instance of malicious activity on your LAN.



You want to block a single MAC address from accessing your LAN.

Correct!



You want to block unauthorized activity on your LAN from the Internet.

Correct. An IPS (intrusion prevention system) will monitor, detect, log, issue alerts, and prevent malicious activity.

Question 10

10 / 10 pts

Jochi just started college and is using an online LMS (learning management system) to gain access to his assignments. From his perspective, what type of cloud service does the LMS represent?



IaaS



PaaS



SaaS

Correct!

Correct. With SaaS (Software as a Service) applications are provided through an online user interface and are compatible with a multitude of devices and operating systems. Examples include Gmail and Netflix.

-
- XaaS

Quiz Score: **90** out of 100

M07 Chapter 9 Quiz

Due Oct 6 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	3 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Oct 6 at 7:49pm

This attempt took 3 minutes.

Question 1

10 / 10 pts

Ferran got a new cell phone. But every month he receives a data-usage limit notification even though he has not done anything unusual except use, install, and remove games and apps. What can he do to try to rectify the problem?

- Disable Wi-Fi capabilities to limit data usage.
- Install an app to monitor the amount of data used.
- Upgrade to a better plan that provides more data.

Correct!

- Verify all apps that are not being used are closed.

Correct. Some apps will continue to run in the background and consume data. Closing all unused apps will help limit data usage.

Question 2**10 / 10 pts**

Liem just discovered the used phone he bought is on an IMEI blacklist. What does this mean?

- The wireless transmitter is too strong

- He may not be able to activate it

Correct. A user whose phone has been stolen can contact the carrier to place their phone on their IMEI blacklist so that it can be blocked and not used by others.

- The phone will need a factory reset

- Password guesses locked the phone

Question 3**10 / 10 pts**

Juniper wants to buy her father a tablet. He has relatively poor vision, so she does not want him to have to worry about the orientation of the plug on the cable when he charges the device.

Juniper will get her father a tablet with what type of USB charging port?

Lighting MicroUSB MiniUSB USB-C

Correct. The USB-C is the first USB connector that is not polarized. This means the orientation of the plug when connected to the port on the device does not matter. You can flip the plug 180 degrees and it will still fit in port. All previous USB connectors were polarized.

Question 4**10 / 10 pts**

You want to add another layer of security to your bank account so that when you log in with a username and password, it sends a pin to your phone.

What must you configure to enable this functionality?

Correct! Two-factor authentication

Correct. Two-factor authentication requires two different types of authentication to verify your identity. The password is something you know, the pin is something you have (the phone where the pin is displayed).

 Full device encryption Biometric authentication Fingerprint scanner

Question 5**10 / 10 pts**

A large retail chain has asked Dillion to explore wireless technologies to see if there is a better way of tracking apparel inventories.

What technology should Dylan recommend to his company?

- NFC tags
- Bluetooth receivers
- 4G tracking receivers
- RFID tags

Correct. RFID tags use a passive or active tag. This technology is used by some companies to track inventory.

Question 6**10 / 10 pts**

Benjamin recently issued new mobile phones to the marketing team at his company. Each phone can transmit encrypted information for payments made at a retail checkout counter. The technology also allows the marketing team to share data quickly.

What technology is set up on the marketing team's phones?

- Bluetooth
- Tethering
- NFC

Correct!

Correct. Near field communication (NFC) allows a phone to transmit encrypted information for making payments at checkout counters and to share files. The NFC range is around 10 cm, or around 3 inches.

- Hotspot

Question 7

10 / 10 pts

You need to create LAN a connection using a mobile device. Which of the following will most readily allow you to create the connection without using a physical tether? Select two.

- Use a USB cable to connect to the LAN
- Use Wi-Fi to connect to a LAN

Correct. You can use Wi-Fi to connect to a LAN using an access point or a wireless router.

- Use Bluetooth to connect to a LAN
- Create a mobile Wi-Fi hotspot

Correct. Creating a mobile hotspot will allow other devices to connect thereby creating a LAN connection.

- Use RFID or NFC to connect to the LAN

Question 8

0 / 10 pts

Your mobile device is displaying messages informing you that your device is infected with malware. The instructions tell you to install another app to properly remove the malware.

What should you do?

- Back up all user data and perform a factory reset.
- Go ahead and install the app to clean the device.

You Answered



Follow the instructions in the message and verify the app site is legitimate.

Incorrect. By the time you are redirected to the app site, it may be too late. Your system could become infected.

Correct Answer

- Disregard the message and check for a compromised app.

Question 9

10 / 10 pts

Frank is traveling for work with his company laptop and company phone. During a layover, he reviews his files in preparation for a presentation but discovers he forgot an important file. The good news is the file is in cloud storage.

How can Frank download this file? (Select all that apply.)

Correct!

- Use his cellphone to create a hotspot

Correct. Frank can create a hotspot with his smartphone and connect his laptop to the wireless connection. He should make sure the wireless network is secure.

Correct! Use the Wi-Fi service in the airport Tether his laptop to his smartphone

Correct. Frank can use his charging cable and tether his laptop to his smartphone, which creates an Internet connection using the smartphone as a modem.

 Use a VPN to connect to cloud storage**Question 10****10 / 10 pts**

Collette wants to stream a movie from her iPad to her Apple TV. What type of connection should she use?

Correct! AirDrop

Correct. AirDrop is an Apple wireless standard that uses Bluetooth and Wi-Fi. It enables Apple devices to transfer data within 30 feet.

 CDMA RFID NFC**Quiz Score: 90 out of 100**

M08 Chapter 10 Quiz

Due Oct 11 at 11:59pm

Points 100

Questions 10

Time Limit 10 Minutes

Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	3 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Oct 11 at 12:37am

This attempt took 3 minutes.

Question 1

10 / 10 pts

Which of the following problems is most likely to prompt you to calibrate an inkjet printer? Select two.

Correct!

- Misaligned colors on printed page.

Correct. A calibrate function is carried out on laser and inkjet printers to align the colors. Misalignment of colors makes an image look like it is not aligned properly or is streaking. A calibrate function is typically carried out after the print head(s) is replaced on an inkjet printer and the imaging drum or transfer belt is replaced on a color laser printer.

- Voids in one or more colors on a printed page.
- Misfeeds (no paper being pulled from the paper tray).
- Multiple sheets pulled from the paper tray at one time.
- Colors appear streaked.

Correct!

Correct. Calibrating an inkjet printer is typically required to align and/or clean the inkjet nozzles. This can help solve a problem when colors appear streaked.

Question 2

10 / 10 pts

Luca knows a little bit about computers and is asked to help set up a small office with seven computers and an older high-quality printer that does not have an Ethernet port. Luca connects the printer to a computer and configures sharing. However, none of the computers seem able to connect or send jobs to the printer. What should Luca do?

- Try to connect to the printer wirelessly using Bluetooth.
- Set the printer as the default printer on all computers.
- Set up a connection using the IP address of the printer.
- Install the driver for the printer on all computers.

Correct!

Correct. When configuring print sharing, all the devices that will send jobs to the printer need the appropriate printer driver installed.

Question 3**10 / 10 pts**

A technician is performing routine preventative maintenance on a laser printer and has been asked by the client to check the printer's paper feeder for issues. Which of the following printer parts should the technician check first for problems related to paper feeding? (Select TWO.)

 Transfer belt Toner cartridge Pickup rollers

Correct. The pickup roller pulls a sheet of paper out of the paper tray and pushes it forward into the printer. These rollers wear over time and will require replacement to resolve paper misfeeds (no paper being pulled from the paper tray). Pickup rollers are used in laser, inkjet, and thermal printers.

 Tractor feed Separation pad

Correct. The separation pad (also called a separate pad) keeps more than one sheet of paper from being pulled out of the paper tray at one time. If this pad is worn, multiple sheets will be pushed forward into the printer causing a jam condition. This is a regular, replaceable maintenance part.

 Print head**Question 4****0 / 10 pts**

Jaika works at a marketing firm with a lot of graphics-intense users. She is asked to install a printer that is capable of processing large graphics files that are very detailed. She cannot get it to print so she asks you for help. You notice the driver was not installed. What type of driver should you install?

You Answered

PCL

Incorrect. PCL (Printer Control Language) was developed by Hewlett-Packard. It is used by many printer manufacturers and supported by many operating systems. It relies on the drivers in the printer hardware to create print data, so the print quality depends on the quality of the printer. Select PCL for general applications and select Postscript for graphic-intense applications printing.

PDF

PDL

Correct Answer

PS

Question 5

10 / 10 pts

A customer states that when she removes the printed pages from her laser printer output tray, the black ink smears all over her fingers.

Which of the following is the most likely problem?

Inked ribbon

Fuser unit

Correct!

Correct. The toner is smearing because it is not permanently fixed or adhered to the paper. The fuser is malfunctioning and needs to be serviced.

- Primary corona
- Cleaning blade
- Erasure lamps

Question 6

10 / 10 pts

Zeena is moving her business from her home to a small office because her revenue is growing modestly, but she still needs to watch the budget closely. She will have three employees. What type of printer would you recommend for her business?

Correct!

- Multifunction laser printer

Correct. A multifunction laser printer will provide quality prints plus the capability to copy, scan, and fax depending on the model.

- Color inkjet printer
- Printer/fax combo
- Impact printer

Question 7

10 / 10 pts

Tianna, an administrative assistant, has noticed the print quality of her locally connected laser printer has been gradually declining. Sometimes the printing is wavy and other times it appears speckled. She is asked to urgently print 10 copies of a 15-page document for an important meeting because the copy machine is being serviced. Since she cannot risk generating poor quality printouts, she calls you at the help desk.

What would you do first to try to fix the problem quickly? Select two.

Correct!

- Print a self-test via the console on the printer.

Correct. A self-test printout will help determine the scope of the problem. Is the problem with the printer, OS, driver, application, toner cartridge, and so on?

- Remove the fuser unit and clean the fuser rollers.

Correct!

- Replace the toner cartridge on the printer.

Correct. Since all major mechanical components that typically create problems are in the toner cartridge, replacing it will likely fix the problem quickly.

- Initiate the calibration sequence on the printer.

- Replace the stepper motor that moves the print head.

Question 8

10 / 10 pts

A client is asking for a printing solution that will print three sheets of paper with identical information on each page with a single pass of the printer. Furthermore, the client requests that the solution take the least amount of time and effort to maintain.

Which of the following printer types should be recommended?

Correct! Impact

Correct. An impact printer can print multiple copies at the same time using carbon paper. The printer can also use continuous paper fed by a tractor feed assembly, making continuous printing almost effortless. The printer uses sensors to detect and send an audible alert when the paper tray is empty.

 Laser Thermal transfer Inkjet**Question 9****10 / 10 pts**

Which of the following is the correct order for the steps of laser printing?

Processing, charging, developing, exposing, transferring, fusing, cleaning

Processing, developing, charging, exposing, fusing, transferring, cleaning

Charging, processing, exposing, developing, transferring, fusing, cleaning

Charging, processing, developing, exposing, transferring, cleaning, fusing

Correct!

Processing, charging, exposing, developing, transferring, fusing, cleaning

Correct. This list is the correct order for the laser printing process.

Question 10**10 / 10 pts**

A technician has connected a USB printer to a workstation and shared the printer on the local workstation for other users on the network to utilize. The technician successfully printed a test print from the printer's console and the workstation that the printer is physically connected to. After leaving the customer's site, the technician received a call from the customer stating no one other than the local user can print to the printer. Each time they attempt to print, they receive an "Access Denied" message.

Which of the following is the most likely reason the other users cannot print?

- The printer is malfunctioning and requires service.
- The USB cable is defective and needs to be replaced.
- The other users lack sufficient permissions for the shared printer.

Correct. Permission settings affect a shared printer and who will have access to the printer. The network users will need to have an account and permissions set on the workstation performing the share.



The other users need to have the print drivers updated for the printer.

Quiz Score: 90 out of 100

M08 Objective Final Exam

Due Oct 11 at 11am **Points** 100 **Questions** 100

Available Oct 11 at 8am - Oct 11 at 11:59am 3 hours and 59 minutes

Time Limit 100 Minutes

Instructions

This exam covers Chapters 1 - 10. It is comprised of 100 multiple choice, true false, and matching questions. You have 100 minutes to complete the exam (1 minute per question). The exam must be taken in one sitting! The exam will automatically submit when the time limit is up. You may only take this exam once.

Please read each question carefully and completely and select or enter the best response.

When you are ready to begin, click the "Take the Quiz" button. Click "Submit" when you are finished.

This quiz was locked Oct 11 at 11:59am.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	85 minutes	91.33 out of 100

Score for this quiz: **91.33** out of 100

Submitted Oct 11 at 9:34am

This attempt took 85 minutes.

Question 1	1 / 1 pts
<p>A technician has determined that a laptop keyboard will need to be removed in order to replace the laptop's CPU cooling fan.</p> <p>Which of the following steps will most likely be required before the technician can remove the keyboard from the laptop? (Select two.)</p>	



The keyboard backlight will need to be toggled off by using the appropriate Fn keys.
And another paragraph on the answer.

Correct!

The keyboard cable(s) will need to be disconnected from the ZIF socket(s).

Correct. Typical laptop keyboards are connected to the system board via one or more ribbon cables. The system board end of the ribbon cable utilizes ZIF (zero insertion force) sockets. These cables will need to be disconnected prior to removal of the keyboard.



The keyboard cable will need to be disconnected from the mini-PCIe slot.

Correct!

The keyboard bezel will need to be removed.

Correct. The keyboard bezel is a part of the plastic covers of a laptop and is the cover that surrounds the top of the keyboard. For some laptops, the case top covers the keyboard. Regardless of whether the cover is the bezel or the case top, it will need to be removed first in order to remove the keyboard.



The technician will need to remove the display assembly and system board.

Question 2

1 / 1 pts

Which statement best describe when you would need to use a Thunderbolt 3 port as opposed to a DisplayPort or an HDMI port?

Correct!

- When you need to transmit a digital and analog video signal on the same port and cable

- When you need to transmit video, audio, data, and power on the same port and cable

Correct. Thunderbolt 3 can transmit video, audio, data and power on the same port and cable. It can support up to six peripheral devices simultaneously.

- When the system is missing a DVI and/or VGA port to transmit video and audio signals

- When you do not have a DVI to VGA adapter to convert digital signals to an analog format

Question 3

1 / 1 pts

What tool can help discover and report computer errors and conflicts that occur when you first turn on a computer and before the operating system is launched.

Correct!

- POST card

Correct. Power On Self Test or POST is a diagnostic program built into a computer to test the hardware components before the computer boots up. A POST card is a specialized card that helps identify and report computer errors and conflicts that occur after you first turn on a computer, but before the operating system launches. Results of the test are displayed as a coded number on the card for reference.

- OS diagnostic programs

Power supply tester

Multimeter

Question 4

1 / 1 pts

When handling a motherboard, cards, or drive, which statement is NOT accurate?

You should not touch chips on the device.

You should not hold expansion cards by the edges.

Correct. Holding expansion cards by the edges is the correct method of handling.

You should not touch any soldered components on a card.

You should not touch edge connectors.

Question 5

1 / 1 pts

Maria has a laptop with a motherboard that is beyond repair. She comes to your computer repair shop and requests that you replace the motherboard. What are two of the most likely responses you will give her?

Correct!



Buy a new laptop because replacing it will be more cost-effective than repairing it.

Correct. Replacing the motherboard on a laptop can be time-consuming and costly so this is not a recommended course of action.



You thank them for their business, tell them how much it will cost, and how long it will take.



You assure the customer it is not the system board because they seldom go bad; you will troubleshoot and fix it.

Correct!



Your shop has made a conscious decision not to replace motherboards on laptops.

Correct. Choosing not to replace motherboards on laptops is a reasonable policy to adopt because it is time-consuming and costly.



It will take a long time because laptop motherboards are not typically in stock.

Question 6

1 / 1 pts

A technician is building a custom gaming computer for a customer. In what order should the technician install the main components?

Correct!



power supply, drives, motherboard, cards

Correct. Since the motherboard and processor are the most expensive components, if possible it is best to install the motherboard just before installing the expansion cards to prevent damage. For example, you would not want to drop a disk drive or power supply on the motherboard while installing those components.

- drives, motherboard, cards, power supply
- motherboard, cards, power supply, drives
- mother board, power supply, drives, and cards

Question 7

1 / 1 pts

When is it okay to touch the inside of a computer that is turned on?

- When disassembling the computer
- When using a multimeter to measure voltage output

Correct. Using a multimeter to measure voltage output is the only exception to touching the inside of a computer that is turned on. Even then, you should be very careful to avoid shock.

- When reassembling the computer
- When you are wearing a wrist strap

Question 8

1 / 1 pts

What two devices in a computer should be considered "black boxes," and should never be opened due to risks involving charged capacitors?

Correct!

- Monitor

Correct. A monitor may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

Correct!

- Power supply

Correct. The power supply may have charged capacitors and contain enough power to kill you, so you should never open it unless you have been specifically trained. This is why it is referred to as a "black box."

- Hard drive

- Video card

Question 9

1 / 1 pts

What two different types of firmware may be used on motherboards?

Correct!

- BIOS

Correct. Basic Input/Output System or BIOS is the older firmware that is responsible for managing essential devices (such as the keyboard, mouse, hard drive, and monitor) before the OS launches, starting the computer, and managing motherboard settings.

Correct! POST UEFI

Correct. Unified Extensible Firmware Interface or UEFI is the newer firmware that is responsible for managing essential devices (such as the keyboard, mouse, hard drive, and monitor) before the OS launches, starting the computer, and managing motherboard settings.

 CMOS**Question 10****1 / 1 pts**

A network technician is on a service call at a remote residential location. He forgot to take some Ethernet cables and needs to make one.

What type of connector will he need on both ends of the cable?

Correct! RJ-45

Correct. A RJ-45 connector connects a network cable to a network port.

 RJ-11 DB9 USB**Question 11****1 / 1 pts**

What must your motherboard have to use BitLocker Encryption in Windows 8/10/11 which will ensure that your hard drive cannot be used in another computer?

- LoJack
- BIOS/UEFI password
- Encrypted USB
- TPM chip

Correct!

Correct. TPM, or Trusted Platform Module chip, is required to use BitLocker to encrypt the hard drive to prevent usage on another computer.

Question 12

1 / 1 pts

What type of socket ensures that even force is applied when a processor is being installed in the socket?

Correct!

- ZIF

Correct. ZIF, or zero insertion force socket, ensures that even force is applied when the processor is being installed in the socket. This is a feature on modern motherboards for both Intel and AMD processors.

- FM2
- LGA

AM3

Question 13

1 / 1 pts

What has occurred if you see the message, "Chassis Intruded! System has halted." the next time you start your computer?

- The hard drive has failed
- Windows has not been activated
- The case has been opened

Correct. The intrusion detection alert feature in the BIOS/UEFI was triggered by opening the locked case.

- The POST test has failed

Question 14

1 / 1 pts

Which of the following two settings can be configured via the BIOS/UEFI setup screen?

Correct!

- Enable Virtualization

Correct. Enabling virtualization allows a physical computer to implement one or more virtual computers, called virtual machines (VMs), in software. VMs can be created so that each one runs a different operating system. You are essentially running one or more computers inside a computer.

- Windows driver status
- Which POST tests to run
- Screen saver timeout value
- Change the boot sequence

Correct. Boot sequence can be changed in the BIOS/UEFI screen.

Correct!

Question 15

1 / 1 pts

You decide you want to overclock the processors on your system. What is the first step in the process?

- Boot Windows as Administrator, go to Control Panel, set the BIOS/UEFI flag, then restart
- Set a motherboard jumper and start the computer; this starts the BIOS/UEFI setup program
- Press a key or combination of keys during POST to access the BIOS/UEFI setup program

Correct!

Correct. You may access the BIOS/UEFI setup program by pressing a key or combination of keys, depending on the computer.



Insert the BIOS setup floppy disk, then reboot to access the BIOS/UEFI setup program

Question 16

1 / 1 pts

Motherboards may contain which three of the following ports on the I/O panel?

Correct!

USB ports

Correct. Multiple USB ports may be found on the I/O panel.

SATAe

Correct!

RJ-45 LAN port

Correct. RJ-45 LAN ports may be found on the I/O panel.

Correct!

HDMI, DVI, and/or DisplayPort

Correct. Video ports such as HDMI, DVI, and/or DisplayPort may be found on the I/O panel.

PCIe ports

Question 17

1 / 1 pts

A student uses a flash drive to store assignments/homework. The student plugs in the flash drive, reboots the computer, and it displays a message indicating the operating system is not found. What are two possible ways of fixing the problem relatively quickly?

Correct!

- Remove the USB flash drive and reboot the computer

Correct. If the boot sequence in the BIOS/UEFI lists a USB device as first, it will try to boot from the USB flash drive first. Removing the USB flash drive will allow the boot sequence to advance to the next device which may be the hard drive containing the operating system.

- Reinstall the operating system then reboot the system

Correct!

- Change the boot sequence via the BIOS/UEFI screen

Correct. Changing the boot sequence to boot from the hard drive first will bypass the USB flash drive and allow the system to boot successfully.

- Verify the flash drive has a bootable operating system

- Convert the flash drive to use NTFS while preserving the data

Question 18

1 / 1 pts

You install Windows on a new SSD that fits in an M.2 socket in a modern high-end motherboard. After installing the OS, the system will not boot as expected. What could be the problem?

- You need to install the SSD driver from the SSD manufacturer.

Correct!

- The boot sequence needs to be changed to boot from the SSD.

Correct. Changing the boot sequence to boot from the SSD device should fix the problem.

- The M.2 standard can only be used with HDDs and not SSDs.
- The motherboard does not support booting from an M.2 device.

Question 19**1 / 1 pts**

You are troubleshooting a computer system and want to review some of the motherboard configuration settings. Where is most of this data stored?

- BIOS/UEFI ROM

- CMOS RAM

Correct. CMOS RAM is where most motherboard configuration data is stored. While it is stored in RAM storage, the CMOS battery ensures the computer does not lose its memory due to power loss.

- DIMM RAM

- HDD

Question 20**1 / 1 pts**

You are installing a 1.5 TB hard drive in a computer. What two methods could you use to partition the hard drive?

Extended Partitioning Scheme (EPS)

Correct!

Master Boot Record (MBR)

Correct. MBR is an older method of partitioning hard drives that allows four primary partitions and is limited to 2 TB drives.

Standard Partition Layout (SPL)

Correct!

GUID Partition Table (GPT)

Correct. GPT is a newer method of partitioning hard drives that will allow up to 128 partitions on the hard drive. It must be used on drives larger than 2 TB but also supports drives smaller than 2 TB.

BIOS (Basic Input/Output System)

Question 21

1 / 1 pts

A computer has four DDR4 memory modules. Two modules have a speed of 3000 MHz and the other two have a speed of 4000 MHz. If the two 3000 MHz DIMMs are upgraded, the new modules to be installed should have what rating?

PC4 24000

PC4 25600

PC4 28800

PC4 32000

Correct!

Correct. PC4 32000 corresponds to a speed of 4000 MHz ($4000 \times 8 = 32000$). Since only the slower modules are being replaced, you will want to match the speed, type, and manufacturer of the faster modules to achieve a performance gain.

Question 22

1 / 1 pts

What is the general name of the processor feature that AMD calls HyperTransport?

Multicore processing

Multithreading

Correct. Multithreaded processors have extra registers, or holding areas, to store multiple threads for processing. Intel calls this technology Hyper-Threading and AMD calls it HyperTransport.

Virtualization

Multiprocessor platform

Question 23

1 / 1 pts

When selecting a processor to match system needs, what features should you NOT consider?

Reviews of processors, including benchmarks and comparisons to other processors



Processor's ability to multitask, the number of cores, and multithreading abilities and which programs can make use of the abilities



Balancing the performance and power of the CPU with the entire system, including graphics adaptors and hard drives

Correct!



The latest and most powerful processor available because the performance benefit will far outweigh the cost

Correct. This should not be indiscriminately considered. Sometimes you will need to balance power with cost. The latest and most powerful processors will generally cost more.

Question 24

1 / 1 pts

You are upgrading the RAM in a home computer you bought in 2018. The motherboard supports a quad channel memory configuration. What two types of memory will help maximize performance?

DDR1

DDR2

DDR3

Correct. DDR3 has dual, triple, and quad channel configuration capabilities.

Correct! DDR4

Correct. DDR4 has both dual and quad channel configuration capabilities.

 DDR5**Question 25****1 / 1 pts**

You are able to successfully install new DIMMs with a data path that have 72 bits in a server using a 64-bit processor. Which of the following is true regarding this scenario?

- The system will issue an error message and not power up
- It is not possible to fit a 72-bit DIMM in a 64-bit system
- The system will power on but then shutdown right away
- The system will run as expected with no problems at all

Correct!

Correct. Error correction code (ECC) memory has a data path that is 72 bits. Installing ECC memory on a motherboard that supports it will allow the system to power up and run as expected with no problems.

Question 26**1 / 1 pts**

You are reviewing new RAM to purchase for a gaming computer and find three different RAM modules that are the same except for their CL rating.

The memory with which rating will work best?

Correct!

CL15

Correct. The lower the CAS Latency (CL), the faster the data can be retrieved from the RAM. CL is important on a gaming computer. Any type of lag (time you wait for a response) could cause you to lose a game.

CL18

CL20

They will all perform at the same speed.

Question 27

1 / 1 pts

What is the most likely result of a correctly installed processor, but an incorrectly installed cooler?

Powers on, stays on, but the system freezes and nothing else happens

Correct!

Boot process begins, but the system suddenly turns off after a short period

Correct. If the system comes up and begins the boot process but suddenly turns off, most likely the processor is overheating because the cooler is not installed correctly.

You press the power button, but the system does not power on at all

- BIOS/UEFI setup does not recognize the processor correctly

Question 28**1 / 1 pts**

A company needs to upgrade their servers and workstations to support the latest 64-bit applications and deliver better performance. Which two processors will satisfy the company's requirements?

Correct!

- Itanium

Correct. The Itanium processor is a 64-bit processor designed for use in servers and workstations.

- Celeron

Correct!

- Xeon

Correct. The Xeon processor is a 64-bit processor designed for use in servers and workstations. It requires a 64-bit operating system and can handle 32-bit applications by simulating 32-bit processing.

- Core i7

Question 29**1 / 1 pts**

What type of processor memory is located on the processor chip (processor die)?

Correct! Level 0 cache Level 1 cache

Correct. Level 1 cache, or L1 cache, is the memory on the processor chip (called a die).

 Level 2 cache Level 3 cache**Question 30****1 / 1 pts**

Documentation on the memory modules in a computer says that each row is refreshed frequently, specifically, every 64ms. What type of memory is installed?

 SRAM CMOS RAM DRAM

Correct. DRAM, or dynamic RAM, is the most common type of RAM and loses its data rapidly, so the memory controller must refresh it several thousand times a second.

 Flash RAM**Question 31****1 / 1 pts**

When you turn on your computer for the day, you notice lights and fans but no beeps and no video. The Num Lock light does not come on.

What might be the problem with your computer? (Select all that apply.)

Correct!

- Motherboard has failed.

Correct. The fact that the computer is not running POST could indicate that the motherboard has gone bad. For a computer to run POST, you need a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You need to test each component to determine which one is not working properly.

- Video is not working properly.

Correct!

- Processor has failed or is not seated properly.

Correct. The fact that the computer is not running POST could indicate that the processor failed or is not seated properly. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to determine which one is not working properly.

- Power supply is not working properly.

Correct!

- RAM is not working properly.

Correct. If all the RAM has failed, then POST will not run on your computer. For a computer to run POST, it needs a processor, RAM, and the motherboard code. When a computer fails to give any indication of a problem, you should check the Num Lock key on the keyboard. If the Num Lock light is not on, then POST has not run. You will need to test each component to see which one is not working properly.

Question 32**1 / 1 pts**

Dakota uses a power supply tester to examine the power supply on a friend's desktop computer that is exhibiting problems. The tester measured a 7 V reading from the +12 V output.

Which devices are most likely to be affected by this deficiency? Select two.

Correct!

- Graphics cards

Correct. Graphic cards draw the most power, they draw from the +12 V output.

- USB Ports

Correct!

- SATA Drives

Correct. Some older SATA drives require 12 V.

- CPU

- Keyboard and mouse

Question 33**1 / 1 pts**

Thomas came into work this morning and turned on his computer but nothing happened. He immediately called the help desk, and you were sent to fix his computer. While talking with Thomas about his computer, you find out that when he turns on the computer, he has lights and fans, but nothing else happens. He also tells you that the four memory modules were recently

upgraded. Besides the memory, nothing else has been added or changed. You decide to try to re-create the problem, and when you turn on the computer, there are lights and fans, but no beeps and no video. You notice that the keyboard light does not come on.

What can you determine about the problem with Thomas's computer? (Select all that apply.)

Correct!

- Motherboard has failed.

Correct. A scenario in which the computer is not running POST could indicate that the motherboard has gone bad. Failure of the motherboard will be indicated by no beep code, no video, and no Num Lock light on the keyboard.

- Video card is not working properly.

Correct!

- Processor has gone bad or is not seated properly.

Correct. The computer needs a processor to run POST. If the processor can't execute the instructions to run POST, then lights and fans will run, but there will be no video or POST error beep codes.

- Power supply is not working properly.

- One of the four memory modules is loose.

Question 34

1 / 1 pts

When you verify a fix, you determine that the problem could have been prevented. What should you do to help the user avoid having the same problem again?

Correct!

- Lock the user out of the problem area.
- Instruct the user on how to prevent the problem.

Correct. If you think the problem could have been prevented, the best option is to explain the cause of the problem to the user and how he might prevent this type of issue from occurring. For example, explaining that being especially careful about answering emails from unfamiliar people might help the user prevent malware from infiltrating his computer. This falls under step five of the troubleshooting strategies where you verify the fix and take preventive action.

- Don't tell the user anything so that he will have to call you back when the problem occurs again.
- Document the problem and hope the user reads your notes.

Question 35

1 / 1 pts

Lin is booting up his computer. Sometimes during the boot process, the computer will shut down, but more often than not it will reboot on its own or simply freeze. He thinks the problem could be due to an intermittent undervoltage problem with the power supply, so he uses a power supply tester. The test shows that the power supply is functioning properly. What should Lin check next in the troubleshooting process?

- Processor
- Motherboard
- RAM

Correct!

Correct. RAM is the simplest thing Lin can check in this troubleshooting process. To reseat RAM, Lin pulls outward on the supporting arms that secures the memory module in the DIMM slot, removes the memory, and reseats it. He pushes down gently but firmly on both ends of the memory stick until the supporting arms latch it in place. Faulty RAM will typically not cause the computer to shutdown but troubleshooting this component can at least rule it out as being the problem.

- Hard drive

Question 36

1 / 1 pts

Sara works in the IT department for a large retail store. She has been testing a theory about why an error message keeps popping up on a coworker's computer when they try to start Windows. She has hit a wall and doesn't know where to look next. Sara feels very frustrated with the problem.
What should Sara do to help work out the solution?

- Write down everything.
- Divide and conquer.
- Don't assume the worst.
- Take a break and come back later.

Correct!

Correct. If Sara is becoming frustrated, she can take a break, walk away, and start afresh. This is Rule 11 of troubleshooting strategies and is the best way to beat frustration. Walking away and giving herself a fresh start later will help her uncover events or steps that she may have overlooked.

Question 37**1 / 1 pts**

James added a new video card and needs to get a power supply that will have enough power to run the new card.

When researching the new power supply, what feature does James need to look for to make sure he has enough power to run his computer with the new video card?

Form factor

Wattage

Correct. Wattage is the amount of power or total output under maximum load. Video cards draw the most power in a system, and it is important to pay attention to the +12V rating.

Dual voltage option

80 Plus Gold rating

Question 38**1 / 1 pts**

Henry is having a problem with the electrical system on his current laptop. The battery for the laptop will not charge. Henry took the AC adapter and battery from another laptop that is known to work, and put them in his current laptop, but still the battery will not charge.

What possible actions can Henry take to make his laptop usable? (Select all that apply.)



Henry can replace the battery again, as the second battery could also be bad.

Correct!

- Henry can replace the laptop system board.

Correct. The system board is not allowing the battery to charge and may need to be replaced. This is not a frequent problem but is a feasible one in the scenario. The system board controls when the battery charges, and that might be causing the problem. Also, the pins on the charging port may be broken and thus need to be replaced.

Correct!

- Henry can purchase a new laptop.

Correct. This option would fix the problem by eliminating it. This is not a real solution as Henry is not repairing the laptop itself, However, in the end this might be the only way to fix the problem.

Correct!

- Henry can use the laptop only when it's connected to the power using the AC adapter.

Correct. This option is not ideal for Henry because he would need to plug the laptop into a power outlet at every location he used it; however, doing so would allow him to use his laptop.

Question 39

1 / 1 pts

You have an eight-year-old computer with all the original components still in place. The power supply fan seems to be going bad, so you start troubleshooting. You replace the power supply, but the fan continues to have the same problem. You then disconnect all the other components except the motherboard. Only under this condition does the fan works as expected.

Which of the following is most likely to be true?

Correct!

- The power supply needs to be replaced with one that has a higher power rating.

- One of the other components was causing a short and drawing too much power.

Correct. Since the fan works without a problem when only the motherboard is connected to power, the problem is likely caused by one of the other components inducing a short when connected. To resolve, connect one component at a time until the faulty device is identified.

- The system was overheating; opening the case cooled it down and fixed the fan.

- The motherboard should be replaced right away to prevent additional damage.

Question 40

0 / 1 pts

Heather needs to fix a computer at her worksite. At which step in the troubleshooting process is she most likely to attempt to reproduce the problem.

Correct Answer

- Examining the System and Making Your Best Guess

You Answered

- Test the theory to determine a cause.

Incorrect. Testing the theory is the third step in the best practice methodologies for resolving problems.

- Verify the fix and taking preventive action.

- Interview the user and back up data.

Question 41

1 / 1 pts

Juridia buys new a 16 GB flash drive, she takes it out of the package, and tries to copy an 8 GB file to it. However, the operation fails with an error message indicating the file is too large. Which of the following statements are most likely to be true? Select two.

Correct!



The flash drive needs to be reformatted with the NTFS or exFAT file system.

Correct. It is likely the flash drive was formatted with the FAT32 file system from the factory which supports files up to 4 GB in size. Formatting it using the NTFS or exFAT file system will remove the limitation. If you need to format a flash drive that has user data, make sure you back up the data first.



The flash drive was shipped from the factory without low-level formatting.



The flash drive was shipped from the factory with files that need to be deleted.



The flash drive is not working properly and needs to be replaced with a new one.

Correct!



The flash drive has the FAT32 file system, which supports files up to 4 GB in size.

Correct. If the flash drive has the FAT32 file system, it will only support files up to 4 GB in size. Reformatting the flash drive using the NTFS or exFAT file system will eliminate this restriction.

Question 42

1 / 1 pts

Lucas works at a small production company that receives contracts to perform high-end video editing and rendering. He needs to buy systems with the ability to write 30 Gb/sec to a storage medium. What standard should the systems support?

- eSATA
- SATA 3.x
- SATA Express
- NVMe Express

Correct!

Correct. NVMe is faster than the others. It uses four lanes (PCIe x 4) at 8 Gb/sec per lane for a total transfer rate of 32 Gb/sec.

Question 43

1 / 1 pts

During routine maintenance on your server, you discover that one of the hard drives on your RAID array is starting to go bad. After you replace the drive and rebuild the data, you run diagnostics on the RAID controller card with no problems, so you believe you fixed the problem. The next morning you arrive at work and discover that the RAID has completely failed. None of the disks are working. Your server is still running because you installed the OS on a non-

RAID disk, but all the data is missing, and the server shows that none of your RAID disks are found. What might be the problem with your server? (Select all that apply.)

Correct!

- Motherboard

Correct. Your motherboard may have a problem with the expansion slot that your RAID controller card is attached to. You can try the card in another slot to see if the slot is the problem.

- CPU

- RAM

Correct!

- RAID controller

Correct. Even though the diagnostics showed no errors, your card may have failed. This is evident because the entire hard drive on the RAID failed.

- Power supply

Question 44

0 / 1 pts

Leroy buys three identical 2 TB SSDs to implement a fault tolerant RAID configuration. He configures RAID 1 using the three disks, and later discover that the total storage is only 2 TB. What alternative, if any, does Leroy have?

- Implement RAID 0

- Implement RAID 01

You Answered

Incorrect. RAID 01, also called RAID 0+1, requires at least four drives. Using two groups, each with two drives, it stripes data across the two drives in the first group, then mirrors the group on the second group of drives. RAID 01 is less fault-tolerant than RAID 10.

Implement RAID 10

Implement RAID 5

He has no alternative

Correct Answer

Question 45

1 / 1 pts

Godiva's computer is having issues booting up. She troubleshoots and her best guess is that the BCD is corrupt.

In her endeavor to plan a solution and implement it, what command should she include?

chkdsk

diskpart

dfrgui

bootrec

Correct. The bootrec command is used to rebuild the BCD or Boot Configuration Data that holds the parameters Windows needs for a successful boot.

Correct!

Question 46**1 / 1 pts**

While working on your computer, you receive the POST error, "Drive Not Recognized." You check your SATA cable to see if it is the problem, and it tests fine. You remove the hard drive and test it in a computer system known to be in good working condition and find that the hard drive is working. You can move data and check to make sure the OS files are not corrupt. You use a power supply tester to see if the voltage for the SATA power connection is correct, and the test shows the power is correct. You even check BIOS to make sure the hard drive can be recognized and find that all settings in BIOS are at default, so the system should recognize the hard drive.

What might be the problem with your hard drive system?

- Hard drive jumpers are in wrong place.
- UEFI has the wrong hard drive type.
- Computer virus has deleted your MBR.
- Motherboard SATA port has gone bad.

Correct. The motherboard SATA port has failed. If you connect the drive to a different SATA port on the motherboard, the computer will boot provided the other port is fine.

Question 47**1 / 1 pts**

You have a computer that is running low on storage, so you decide to install a second hard drive to store your files. You would like to partition the drive you just installed and end up with two volumes. In addition, you want to keep the original hard drive intact, which is where the Windows operating system resides.

What process would allow you to meet your objective?



Boot from the Windows setup DVD or USB to prepare the new drive.

Correct!



Boot Windows and use Disk Management to prepare the new drive.

Correct. If you are installing a second hard drive in a system that already has Windows installed on it, you should boot Windows and use Disk Management to prepare the new drive. You could use the Windows Disk Management utility to partition drives, create volumes, and group hard drives into a RAID array.



Use the BIOS/UEFI setup screen to partition and format the new drive.



Ensure the new drive is identical to the drive containing the Windows OS.

Question 48

0 / 1 pts

Delonte has been using his computer at work every day for two years with no problems. The nature of his work requires him to frequently create and delete test files of different types and sizes. However, he is starting to notice that his computer is slowing down.

What Windows tool can be used to verify Windows is relocating data to help with performance?



Computer Management

Correct Answer

- Defrag and Optimization tool

You Answered

- Defraggler

Incorrect. Defraggler can defragment individual files or groups of files on a computer system, but it is not a tool to rearrange fragments. In a new hard drive, data is physically written in contiguous sectors. However, over time, when more files are created and deleted, files will be stored in disconnected fragments and potentially decrease performance.

- Disk Cleanup

Question 49**1 / 1 pts**

Jessica wants to purchase a new hard drive. She wants a drive that has fast access because she will use it to edit videos on her PC. She also needs a lot of storage and wants to have at least 4 TB available to save her videos. Jessica wants to keep the cost down as much as possible.

What type of hard drive should Jessica purchase?

5400 RPM magnetic HDD

7200 RPM magnetic HDD

Correct. In this scenario, the 7200 RPM HDD is the fastest magnetic hard drive. Its speed is enough for Jessica's video editing projects. SSDs offer faster access time than HDDs but also cost more.

SSD HDD

USB HDD

Question 50

1 / 1 pts

Johan is a hard drive performance engineer working at a major storage device manufacturer. He needs to measure, record, and analyze the throughput, IOPS, and the latency of the different models of drives the company produces. What is the difference between these three parameters? Select three.

Latency measures the amount of read write operations performed in one second.

Correct!

Latency measures the time required to process a data request or a transaction.

Correct. Latency measures the time required to process a data request or a transaction. The lower the latency the better the performance.

Correct!



IOPS measures the number of read or write operations performed in one second.

Correct. IOPS measures the number of read or write operations performed in one second. A higher IOPS indicates better performance.



IOPS is the amount of data flow through a point in the data path in one second.



Throughput measures the time required to process a data request or a transaction.

Correct!



Throughput is the amount of data flow through a point in the data path in one second.

Correct. Throughput is the amount of data flow through a point in the data path in one second. A higher throughput value means better performance.

Question 51

1 / 1 pts

Henry bought a new laptop. And even though it has a touchpad, he prefers to use a mouse. However, he notices that sometimes when he is typing, the cursor will move, causing him to mistype words or even delete sentences or entire paragraphs.

What can Henry do to remedy this problem?

- He can connect a touch screen monitor.
- Replace the mouse, it is defective.
- Disable the touchpad.

Correct!

Correct. Henry should disable the touchpad so that when he brushes against it, the cursor will not move. To disable the touchpad, he can navigate to the Control Panel and disable the touchpad in the Mouse applet. Alternatively, he could disable it via the BIOS/UEFI.

- Cover the touchpad with a sheet of paper.

Question 52

1 / 1 pts

Terry is having a problem with his computer screen that connects to the onboard HDMI port. His computer does not have a video card, but he notices it supports the DisplayPort standard. He buys a monitor, connects it using the DisplayPort, but it does not work.

What is the most likely cause of the problem? Select two.

Correct!

- He needs to enable the DisplayPort connector via the BIOS/UEFI.

Correct. If the DisplayPort connector is not enabled, no signal will be sent to the monitor.



He needs to disable the HDMI port because it is causing a conflict.



The resolution of the monitor was set too high at the manufacturer.

Correct!

- Terry forgot to power on the monitor, so it is not receiving power.

Correct. This could be a problem. If the monitor is not turned on, it will obviously not render the input video signal.



The monitor is defective and will need to be exchanged for a new one.

Question 53

0 / 1 pts

Jordan, a junior technician, ordered hardware for facial recognition capabilities on every computer at work. Before the hardware was delivered, he was removed from the project to help upgrade the operating system on every computer. After a few months, he was finally able to get back to the facial recognition project. He installs the webcam, the adapter card, and the drivers that were included in the optical media. Issues are evident so he checks the Device Manager and does not see any issues. When Jordan asks a senior technician for help, the senior technician asks him one question.

What did the senior technician ask Jordan?

- Did you update the BIOS/UEFI?
- Did you turn on the expansion port?
- Did you update the drivers?
- Did you update the hardware?

Correct Answer**You Answered**

Incorrect. When updating the operating system, it is typically not required to update the hardware. Installing updated drivers for the new operating system is a reasonable course of action to resolve issues with a particular I/O device.

Question 54

1 / 1 pts

The video on your laptop needs to be updated. You have researched online, and according to the manufacturer, you can install a new video card in your laptop. What is the most likely slot connection you will use to install a new video card in your laptop?

USB

Mini PCIe

Correct. You want to use the PCIe bus on your laptop for the new video card. PCIe 16x is the standard slot used by all video cards.

ExpressCard slot

CardBus slot

Question 55

1 / 1 pts

Patrick wants you to repair his laptop LCD screen. Patrick insists that it was not his fault, but sometime during the night, the laptop fell off his desk, and now the screen is broken. During disassembly of his laptop, you see a mini-PCIe card with a black cable and a white cable wire connected that appear to

go into the screen bezel.

What is the function of the two wires?

Correct!

- Wi-Fi antenna

Correct. The wires are the antennas for the Wi-Fi card. Wi-Fi antennas are placed around the screen in the bezel. The wires are then run to the Wi-Fi adapter on the motherboard.

- Video cable

- Sound cord for the sound port

- Webcam connector

Question 56

1 / 1 pts

Jovi buys a high-end sound card for professional grade recording and playback. When he installs the card there seems to be a conflict so he disables the onboard audio using the Device Manager but that does not solve the problem. What else can Jovi do to overcome the problem?

Correct!

- Disable the onboard audio using the BIOS/UEFI.

Correct. Disable the onboard audio through the BIOS/UEFI as it will render the device invisible to the Device Manager. Disabling the audio card through the Device Manager may not be enough to solve the problem.

- Disable the onboard DVI port on the motherboard.

- Reset the input and output jacks on the sound card.

- Disable the unused PCI lanes in the expansion slot.

Question 57**1 / 1 pts**

Charanya decides it is time for an upgrade. She buys a new computer, a used 17-inch LCD monitor at a thrift shop, as well as a VGA splitter for screen duplication purposes and compatibility with the original VGA monitor. When she plugs in the monitors, the image on the LCD monitor is blurry. What are possible explanations for, and/or how could she rectify, this condition? Select two.



The monitor was defective to begin with so she should return it right away and buy a new one.

Correct!

The monitor is not set to the native or recommended resolution hampering the image quality.

Correct. If the monitor is not set to the recommended or native resolution, image blur could result.

Correct!

Upgrading the VGA cable to a DVI, HDMI, or DisplayPort standard will improve the image quality.

Correct. Image blur is possible if using a VGA cable with an LCD monitor. A digital connection such as DVI, HDMI, or DisplayPort will help render better image quality.



A 17-inch monitor is too small to support the higher resolution capabilities of new computers.

Question 58**1 / 1 pts**

Under certain conditions, you may hear a whine from the power supply when you first power up the system. However, if you hear a whine coming from the video card, how can you fix it?

Correct!

- Ensure the 6-pin or 8-pin power cord is connected to the card.

Correct. If the 6-pin or 8-pin power cable is not connected to the video card, it will not be receiving sufficient power and can produce a whining sound when first powered up. A power supply will produce a whining sound on power up if it is grossly inadequate in terms of its ability to meet the power requirements of the system.

- Upgrade the power supply to one that can deliver more power.
- Replace the video card; this is an indication of impending failure.
- Verify the video card is properly seated in the expansion slot.

Question 59**1 / 1 pts**

Damion recently did an update to his computer and added a new video card. After the update, Damion decided that he would like to play his favorite game. While he was playing the game, the system locked up. He restarted the computer and did not have any issues until he tried to play the same game, at which point, the computer locked up again.

What might be the problem with Damion's computer? (Select all that apply.)

Correct!

- Version of DirectX is out of date.

Correct. The DirectX version may be out of date and cause the computer to crash or freeze during the game play. DirectX is a collection of application programming interfaces (APIs) for handling tasks related to multimedia, especially game programming and video, on Microsoft platforms.

Windows is not compatible with the game.

Correct!

Video card device drivers need to be updated.

Correct. If the driver needs to be updated, the game could freeze during game play. Damion can update the driver by downloading it from the manufacturer's website. Most high-end video cards also have a downloadable program that will help to keep the driver updated.

Correct!

Game is not compatible with video card.

Correct. If the video card is compatible with the DirectX version for the game, then Damion should be able to play the game. He will not be able to start the game if the video card is not compatible with the DirectX version in the game.

Question 60

1 / 1 pts

Jose calls you at the help desk because he is having a problem logging on to his laptop computer. After several unsuccessful attempts to enter his password, he asks you to reset the password because he must have forgotten it. You reset his password, and he types it, but again the computer rejects it. Jose assures you that he typed the correct username and password. You ask him what type of computer he is using, and he tells you a laptop.

What might be the problem with Jose's computer?

Keyboard is not working.

- OS is corrupt.
- Keyboard is in the wrong language.
- Num Lock key is on.

Correct!

Correct. Laptops use this key to toggle between the keys interpreted as letters and the keys interpreted as numbers. Most laptops have a Num Lock indicator light near the keyboard.

Question 61

1 / 1 pts

You are setting up your Windows computer to connect to the Internet. When you type www.microsoft.com, the issues an error message indicating the site cannot be reached.

What network setting should you check to see the address of the server being used to resolve the domain name you entered in the browser?

- IP address
- Subnet mask
- Gateway
- DNS

Correct!

Correct. The DNS address is used to connect to a DNS (domain name system) server that is used to resolve the domain name. This allows you to use a name like www.microsoft.com instead of trying to remember the IP address of the Microsoft web server.

Question 62**1 / 1 pts**

You buy a cable that has RJ-45 connectors. For what type of transmission will the cable be used?

 Cellular Cable Fiber DSL Ethernet

Correct. Ethernet patch cables are copper twisted pair cables using RJ-45 connectors. RJ-45 connectors are constructed to accept up to four pairs of individual wires.

Question 63**1 / 1 pts**

You want to setup a separate network at home that is accessible from the internet. You want it to be isolated from your personal network, so you lease an IPv6 address from the ISP. When you configure the interface IDs of the devices on the network, which bits in the IPv6 address will you be modifying?

 The first 48 bits of the IPv6 address The 16 bits following the first 48 The last 64 bits of the IPv6 address**Correct!**

Correct. The last 64 bits of an IPv6 address represent the interface ID. A simplistic analogy is to say that the interface ID of an IPv6 address is equivalent to the host portion of an IPv4 address.

- The last 32 bits of the IPv6 address

Question 64

1 / 1 pts

Torino receives a call from a SOHO client who says her computer is not working. He goes to her office and checks the network settings. He notices that the default gateway entry is blank, yet he can ping the router. Once he enters the default gateway, the problem is solved. What did the client mean when she said her computer is not working?

- The network interface card was disabled
- The computer had no internet access

Correct!

Correct. If the default gateway is not set, the computer will not be able to send traffic outside of the local network. He can ping the default gateway because the router interface is part of the local network. The address on the router interface is the default gateway but the computer does not know this unless it is explicitly configured either manually or automatically using DHCP.

- She could not print on the local printer
- The computer had an invalid IP address

Question 65

0 / 1 pts

A restricted computer lab at a college has been set up with local authentication. Students are able to log in but do not have internet access. You check the network settings on one of the computers and it has an IP address of 169.254.1.10. What is the problem?

- The AAA server is not reachable
- The NAT server is not reachable

You Answered

- The DNS server is not reachable

Incorrect. A DNS (Domain Name System) server is used to resolve domain names to IP addresses. For example, when you access microsoft.com, the DNS server tells your system the corresponding IP address. This allows your computer to send traffic to the destination using the IP address.

Correct Answer

- The DHCP server is not reachable

Question 66

1 / 1 pts

A technician wants to configure a DHCP server to guarantee that certain printers always receive the same address. Which of the following should the technician configure?

- VPN tunnel
- Address reservation

Correct!

Correct. An address reservation can be configured on a DHCP server to always assign the same IP address to a network host. When the host queries the DHCP server, the server checks the MAC address of the host and assigns the appropriate preconfigured IP address.

- Subnet mask
- Default gateway

Question 67

1 / 1 pts

Which of the following is a scenario in which an IT support technician would most likely be required to implement the alternate IP configuration method on a network host?

-
- To ensure a workstation receives the same IP address from the DHCP server each time the workstation is booted.
-
- In the event a DHCP server is unavailable, the workstation will have a valid IP address on the subnet.

Correct. The most common use of the alternate IP configuration method is to assign a valid IP address to a host when it cannot reach a DHCP server. For example, a client uses her laptop at home (using DHCP) and at work (using static assignment). If the host is set to obtain an IP address automatically, it will receive an IP address at home but not at work. Without an alternate configuration, if the host cannot reach a DHCP server, the host will automatically assign an automatic private Internet protocol address (APIPA).

-

When a workstation requires that more than two different DNS server IP addresses be configured for a specific network interface.



To assign a secondary DNS server IP address to a specific network interface on the workstation.

Question 68

1 / 1 pts

You recently bought a new router, modem, and switch to create a wired network at home containing six computers. Beginning with the computers, how would you connect the devices to ensure the computers have internet access?



computers, router, modem, switch



computers, switch, router, modem

Correct!

Correct. Computers are end devices that are utilized by end users. You connect end devices to a switch. Switches have multiple ports to connect many devices on the local network together. You then use another cable to connect the switch to the router, and another cable from the router to the modem.



computers, modem, switch, router



computers, switch, modem, router

Question 69

1 / 1 pts

Makani is participating in an on-the-job training program at work. He is learning how to configure computers in a network. He is told to use private IP addresses because all organizations could use them without conflict since they

are not routable.

If the addresses are not routable, he wonders, how will the computers have internet access?

- It is private network so they will not have internet access
- A NAT router will translate a private address to a public one

Correct. A NAT router translates internal private IP addresses to public addresses enabling the internal devices to have access to the internet. The NAT router keeps the translated information in a table to reverse the translation for returning traffic.

- A proxy server will temporarily change the address on the host
- The DNS server will resolve the IP address to a public domain

Question 70

0.33 / 1 pts

Gulliver is trying to determine why one of the computers at work cannot connect to the network. He thinks it might be DHCP related but wants to rule out the computer itself as being the problem. Gulliver manually configures the network settings that will allow the computer to connect to the network. What three values does he configure? Select three.

Correct!

- IP address

Correct. The IP address is used to identify the node and its network connection.

Correct!

- Subnet Mask

You Answered

Correct. The subnet mask is used by a computer to determine if the destination device to which it is sending a message resides in its own network (the local network) or another network. If the destination resides in the local network, it sends the message directly to that device. If the destination resides in a remote network (a different network), it sends the message to the default gateway.

 Port number

Incorrect. A port number is not one of the three values you configure when troubleshooting basic connectivity issues. They can be set on the router under specific circumstances, but not in this case.

 MAC address**Correct Answer** Default Gateway**Question 71****1 / 1 pts**

Online activity for a retail company rises dramatically in November and December. Which cloud computing feature allows them to automatically scale up or down their computing resources to meet demand?

Correct! Rapid Elasticity

Correct. Rapid elasticity is the ability of the cloud service to be scaled up or down as the need level changes for a particular customer.

 High Availability

Metered Utilization

File Synchronization

Question 72

1 / 1 pts

Abigail needs to move out of state to take care of her mother. She will need secure remote access to continue working as a cloud engineer. What type of connection does Abigail need to securely access the computing resources at her company?

UTM

Firewall

WAP

VPN

Correct. A virtual private network (VPN) will allow a secure remote connection over the internet, which is a public network. This is realized by creating a secure connection and encrypting all the data flowing between the client device and the company.

Correct!

Question 73

1 / 1 pts

Jana is an independent software developer looking for a cloud model that will allow her to easily and quickly provision computing resources, test her application, then release the computing resources when done. Which model should Jana use?

Correct! IaaS PaaS

Correct. With PaaS (Platform as a Service) a developer can build and test an application over the web, and then throw out the machine and start over with a new one easily and quickly.

 SaaS XaaS**Question 74****1 / 1 pts**

Your company is experiencing an increase in malware incidents. Your manager is asking for advice on how best to verify that company-owned workstations are up-to-date with security patches, anti-malware requirements, and software application updates. The manager is also concerned that employee-owned devices connecting to the corporate LAN have the same level of security as the company devices.

Which of the following protections and services should you recommend?

 Implement a firewall with packet inspection. Implement an intrusion detection system appliance. Implement an endpoint management server appliance.**Correct!**

Correct. An endpoint management server will monitor endpoint devices on the network to ensure they meet the most current security requirements. If security requirements are met, the device is granted access to the network. The user or device will still be required to authenticate on the network. If the endpoint management server determines a device does not meet the minimum security requirements, the device's access to the network is blocked.

- Implement an intrusion prevention system.

Question 75

1 / 1 pts

Reyad is preparing for a hands-on Linux exam. He wants to practice in an isolated environment on his computer because he does not want his live system to be negatively affected. Which of the following should he implement?

- Cross-platform virtualization
- Application virtualization
- NIC virtualization
- Sandbox

Correct. A sandbox is an isolated environment users and developers can learn and experiment safely without affecting the live environment.

Correct!

Question 76

1 / 1 pts

Nikita attempts to install a hypervisor on her laptop. When she tries to create a virtual machine an error message suggests that virtualization is not supported. Where can she check to see if virtualization is enabled?

Correct!

- UEFI/BIOS

Correct. Access the motherboard BIOS/UEFI to enable virtualization as needed.

- Control Panel
- Device Manager
- Programs and Features

Question 77

1 / 1 pts

You are completing a networking assignment and need to connect devices as shown in the schematic. Computer PC1 connects to switch S1. S1 connects to router R1. R1 connects to router R2. R2 connects to switch S2 which connects to computer PC2. None of the devices support auto-linking.

PC1 ----- S1 ----- R1 ----- R2 ----- S2 ----- PC2

Beginning with PC1, what type of cable do you need to connect the devices (XO = crossover, ST = straight-through)?

- XO, XO, ST, XO, XO
- XO, ST, ST, ST, XO
- ST, XO, XO, XO, ST

Correct!

- ST, ST, XO, ST, ST

Correct. Use a straight-through cable to connect a PC to a switch or to a router. Use a straight-through cable to connect a switch to a router. Use a cross-over cable to connect like devices such as router to router, switch to switch, and PC to PC.

Question 78**1 / 1 pts**

A geospatial company uses LRFW networks because it allows them to transmit signals across large distances that can sometimes exceed 100 miles. What features of LRFW enable this capability? Select two.

Correct!

- Highly directional antennas

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

- High frequency transmission

- High bandwidth transmitter

- High orbital geospatial satellite

Correct!

- High power transmission

Correct. LRFW uses highly directional, high powered antennas allowing it to transmit signals across large distances to create point-to-point connections.

Question 79**1 / 1 pts**

A technician is working at a client's office after hours and needs two cables to finish the work but does not have immediate access to prebuilt cables. One cable needed is for a dial-up connection from the dial-up modem to the existing analog POTS jack on the wall. The other cable is for an Ethernet connection from the computer to the existing keystone jack on the wall. The technician has the necessary wire and connectors to make the cables.

Which of the following tools will the technician use to make the cables and then verify that they both work properly? (Select THREE.)

Correct!

- Crimper

Correct. A crimper tool is used to attach connectors onto the ends of a cable. The crimper must be compatible with the crimp (or connector). Common network and telephone connectors that are attached using a crimper are RJ-45, RJ-11, F-type, and BNC. This question will require RJ-11 crimps as well as RJ-45 crimps.

- Toner probe

Correct!

- Cable tester

Correct. A cable tester is used to determine whether a cable is good. A good cable is wired correctly (based on the type of cable desired) and provides a complete circuit from end to end for all wires. This question will require the use of a cable tester after each cable is made.

Correct!

- Cable stripper

Correct. A cable stripper is used to remove the outer sheath from a cable, thus exposing the individual wires or conductors. A cable stripper will be required for this scenario for both cables.

- Punchdown tool

Loopback plug**Question 80****1 / 1 pts**

Mr. Sales knocks on your door and tries to sell you a faucet with the ability to notify you through your cell phone if it springs a leak. What technology enables this capability?

 PoE SDN IoT

Correct. IoT represents the Internet of Things. It refers to the ability to connect what could, at one point in time be considered non-traditional devices, to a network such as doorbells, baby monitors, appliances, and thermostats. Depending on the configuration, these devices can be controlled remotely or used for monitoring through the internet.

 SCADA**Question 81****1 / 1 pts**

Collette wants to stream a movie from her iPad to her Apple TV. What type of connection should she use?

 AirDrop**Correct!**

Correct. AirDrop is an Apple wireless standard that uses Bluetooth and Wi-Fi. It enables Apple devices to transfer data within 30 feet.

- CDMA
- RFID
- NFC

Question 82

1 / 1 pts

Mark has been asked to set up several smartphones to connect to the email server in the company for which he works.

What is the effect of configuring POP3 vs IMAP using the default settings?

- IMAP deletes messages from the email server, POP3 does not.
- POP3 deletes messages from the email server, IMAP does not.

Correct!

Correct. IMAP is an email protocol that can synchronize email between multiple email clients on multiple devices. Using IMAP, Mark and others at the company will be able to read email on all the devices that receive their email. IMAP does not automatically delete messages from the email server when they are downloaded. POP3 is a protocol for receiving email by downloading it to a computer from a mailbox on the server of an Internet service provider. After the email is downloaded, it is deleted from the email server.

- Both will delete messages from the server once downloaded.
- Both will preserve messages on the server once downloaded.

Question 83**0 / 1 pts**

Kiran realizes her iPhone has no battery power. She needs to make an emergency call and starts charging it. When she turns around, her two-year-old grabs the phone and starts running into the kitchen. She chases him so he tries to hide it in the sink, but it lands in a pot full of water. What should Kiran do with the wet iPhone?

You Answered

- Submerge the phone in a bag of rice

Incorrect. Placing the phone in a bag or rice is not recommended by Apple.

Correct Answer

- Use a heat chamber or hair dryer
- Try charging the phone anyway
- Use compressed air to dry the iPhone

Question 84**0 / 1 pts**

A mobile phone user in your company is experiencing dropped phone calls. While interviewing the user, you determine the problem started after she checked her email this morning. No other mobile devices in the organization are dropping calls.

Which of the following is the most likely reason for the dropped calls?

Correct Answer

- Cellular service is weak in the office building.
- Malware is interfering with the calls.

You Answered

- The user is connected to an unauthorized Wi-Fi network.

- The user has exceeded the limit on her data plan.

Incorrect. A data plan is typically separate from a voice plan. If the user had exceeded the limit on her data plan, the calls would not have been established.

Question 85**1 / 1 pts**

Benjamin recently issued new mobile phones to the marketing team at his company. Each phone can transmit encrypted information for payments made at a retail checkout counter. The technology also allows the marketing team to share data quickly.

What technology is set up on the marketing team's phones?

- Bluetooth

- Tethering

- NFC

Correct. Near field communication (NFC) allows a phone to transmit encrypted information for making payments at checkout counters and to share files. The NFC range is around 10 cm, or around 3 inches.

- Hotspot

Question 86**1 / 1 pts**

Juula just purchased a new tablet from the Apple Store for her home-based business. She wants to ensure the calendar and contacts she creates are automatically saved online.

What service should Juula use?

Google

Yahoo

OneDrive

iCloud

Correct. iCloud is the most seamless option. When Juula sets up her iPad, the setup will include an iCloud account and free online storage. She can also set up to automatically send her calendar and contacts directly to her iCloud account without the need to manually move or sync them.

Question 87

1 / 1 pts

Frank is traveling for work with his company laptop and company phone. During a layover, he reviews his files in preparation for a presentation but discovers he forgot an important file. The good news is the file is in cloud storage.

How can Frank download this file? (Select all that apply.)

Use his cellphone to create a hotspot

Correct. Frank can create a hotspot with his smartphone and connect his laptop to the wireless connection. He should make sure the wireless network is secure.

Correct!

Correct! Use the Wi-Fi service in the airport Tether his laptop to his smartphone

Correct. Frank can use his charging cable and tether his laptop to his smartphone, which creates an Internet connection using the smartphone as a modem.

 Use a VPN to connect to cloud storage**Question 88****0 / 1 pts**

Arun recently graduated with both, civil and electrical engineering degrees. His first project is to design a system that will replace the manual tolls in a highway with a wireless toll booth collection system. He decides that passing vehicles should have a small device that transmits data to fixed stations at various points along the highway for automated billing. What type of technology should Arun consider to be the most viable?

Correct Answer RFID Wi-Fi**You Answered** Cellular

Incorrect. Apps exist that allow you to use your cell phone as a transponder to pay tolls. However, the technology used by electronic toll collection systems is not cellular.

 Bluetooth

Question 89**1 / 1 pts**

Jerry recently purchased a new iPad. He needs guidance on setting it up and wants to find documentation to help with the setup.

Where can Jerry find detailed steps on how to connect to a network, configure email, update the OS, sync, and back up settings and data, as well as what to do when things go wrong with his iPad or an iPhone?

Correct!

- User guide for the device

Correct. Apple has a user guide that Jerry can download. The user guide will give him detailed steps on everything his needs to set up and use his device.

- Troubleshooting FAQs
- The Apple store
- Settings on device

Question 90**1 / 1 pts**

John just bought a used iPad from a friend who had lost the charging cable. John notices that the cable is similar to the charging cable for his Android smartphone, but not quite the same.

What type of cable will John need to purchase to charge the iPad?

- Micro USB
- Lightning

Correct!

Correct. The lightning cable and lightning port are used to power most iPads, iPods, and iPhones. Some newer Apple devices use the USB-C connector.

- MiniUSB
- Mini HDMI

Question 91

1 / 1 pts

A company purchased a high-quality color laser printer to print color brochures and sales proposals. The printer is connected to a marketing PC via USB and is configured as a shared local printer for use by the sales and marketing teams. The manager is concerned about the cost of consumables for the printer and does not want random users to unintentionally send jobs to the printer. What can be done to limit the availability of the printer?

Correct!

- Enable user authentication on the printer share.

Correct. Security is configured for a shared local printer on the computer that is performing the sharing. On the printer's Properties dialog box, click the Security tab and set who has access to the printer and his allowed permissions.

- Disable print spooling on the marketing PC.
- Set security permissions for the marketing PC's signed-in user.
- Disable the local share on the marketing PC.

Question 92**1 / 1 pts**

You bought a new inkjet printer based on positive reviews you read online along with a new set of four ink cartridges. You did not buy paper because you had an unopened ream of 16-pound paper. However, almost right away, you are not too pleased with the quality of the printouts. What would help improve the print quality rather quickly?

Replacing the ink cartridges

Replacing the printer

Using high-quality paper

Correct!

Correct. The quality of the paper used in inkjet printers has a significant effect on the quality of the printed output. Use high-quality paper that is specifically designed for inkjet printers and do not use less than 20-pound paper on any printer.

Calibrating the printer

Question 93**1 / 1 pts**

Amoy is responsible for maintaining the high-end printers in her company. One of the printers is giving an indication that it is time to replace the transfer roller assembly, so she orders a maintenance kit to perform the replacement.

Which of the following will be a part of the replacement process?

Clean the heating element.

Correct!

- Reset the page counter.

Correct. After replacing the maintenance kit, the page counter must be reset to zero so the next maintenance cycle will be performed at the proper page interval. This page counter is not the total page count printed on the printer, rather it is the number of pages printed since the last maintenance kit.

- Replace the print ribbon.

- Replace the print head.

Question 94

1 / 1 pts

Jaika works at a marketing firm with a lot of graphics-intense users. She is asked to install a printer that is capable of processing large graphics files that are very detailed. She cannot get it to print so she asks you for help. You notice the driver was not installed. What type of driver should you install?

- PCL

- PDF

- PDL

- PS

Correct. PS (Postscript) is supported by fewer operating systems than PCL (Printer Control Language) and focuses mostly on Macintosh devices. It does not rely on the printer to create the print data creating consistency between different Postscript printers. Select PCL for general applications and select Postscript for graphic-intense applications printing.

Correct!

Question 95**1 / 1 pts**

A technician has connected a USB printer to a workstation and shared the printer on the local workstation for other users on the network to utilize. The technician successfully printed a test print from the printer's console and the workstation that the printer is physically connected to. After leaving the customer's site, the technician received a call from the customer stating no one other than the local user can print to the printer. Each time they attempt to print, they receive an "Access Denied" message.

Which of the following is the most likely reason the other users cannot print?

- The printer is malfunctioning and requires service.
- The USB cable is defective and needs to be replaced.
- The other users lack sufficient permissions for the shared printer.

Correct. Permission settings affect a shared printer and who will have access to the printer. The network users will need to have an account and permissions set on the workstation performing the share.

-

The other users need to have the print drivers updated for the printer.

Question 96**1 / 1 pts**

Yaron prepares tax returns for small businesses. Every year he reminds his clients to write the date, amount, and purpose directly on receipts because in some cases the impressions fade. What type of printer was used to generate those receipts?

- Laser
- Inkjet
- Impact
- Thermal

Correct!

Correct. Printed output generated by thermal printers can fade over time. It can also fade if exposed to a heat source or ultraviolet light.

Question 97

1 / 1 pts

While servicing a laser printer, the technician notices that paper is jamming as soon as printing begins.

What is the most likely cause of the paper jams?

- Fuser unit
- Transfer roller
- Image drum
- Paper feed rollers

Correct!

Correct. Paper feed rollers pull the paper from the paper tray and feed it into the printer. If these rollers are not pulling the paper, you can try cleaning the rollers. If the problem persists, the rollers need to be replaced.

Question 98**1 / 1 pts**

Which of the following is the correct order for the steps of laser printing?



Processing, charging, developing, exposing, transferring, fusing, cleaning



Processing, developing, charging, exposing, fusing, transferring, cleaning



Charging, processing, exposing, developing, transferring, fusing, cleaning



Charging, processing, developing, exposing, transferring, cleaning, fusing

Correct!

Processing, charging, exposing, developing, transferring, fusing, cleaning

Correct. This list is the correct order for the laser printing process.

Question 99**1 / 1 pts**

Your office has been sharing an inkjet printer connected to a PC with very limited resources. They ask you to upgrade the printer, so you decide to get a laser printer that has a built-in NIC (network interface card).

What type of printing will you set up?

Correct! Shared local printing Remote printing

Correct. A remote printer is connected to a local network and is identified either by an IP address or a host name.

 Local printing Cloud printing**Question 100****1 / 1 pts**

James works at a secure facility as an IT specialist, where there must never be documents left in the printer to be picked up later, or possibly forgotten. What feature can he configure to ensure documents are not printed until the user goes to the printer and enters a code?

 AAA Unshared printing Secured printing

Correct. Some larger network printers support this feature where a code is required to generate the printout.

 Virtual printing**Quiz Score: 91.33 out of 100**