|  |  |
| --- | --- |
| **1.** | **What are two factors that must be considered when choosing a computer case? (Choose two.)**  *Welche beiden Faktoren müssen beachtet werden beim Kauf eines PC Gehäuses(Wählen Sie zwei Antworten.)* |
| ➀ | The vendor that manufactured the motherboard |
| ➁ | The number of LED indicators at the front of the case |
| ➂ | The number of internal drive locations |
| ➃ | The size of the motherboard and the power supply |
| ➄ | The size of the monitor |

|  |  |  |
| --- | --- | --- |
| **2.** | **Refer to the exhibit. Which type of cable is shown in the graphic?**  *Beziehen Sie sich auf den Ausschnitt. Welche Art von Leitung ist in der Grafik dargestellt?* | 14270 |
| ➀ | FireWire |
| ➁ | Parallel |
| ➂ | Serial |
| ➃ | USB |

|  |  |
| --- | --- |
| **3.** | **Which two activities are normally controlled by the Northbridge part of the chip set? (Choose two.)**  *Welche beiden Tätigkeiten werden in der Regel von dem Northbridge-Teil des Chipsatzes gesteuert? (Wählen Sie zwei Antworten.)* |
| ➀ | communication between the CPU and the I/O ports |
| ➁ | access to the RAM |
| ➂ | communication between the CPU and the hard drive |
| ➃ | access to the video card |
| ➄ | communication between the CPU and the sound card |

|  |  |
| --- | --- |
| **4.** | **Where can the input voltage selection be changed from 110 volts to 220 on a computer system?**  *Welches der folgenden Punkte ermöglicht die Einstellung der Netzspannung von 110 auf 220 volt?* |
| ➀ | In the operating system control panel |
| ➁ | In the BIOS |
| ➂ | On the back of the power supply |
| ➃ | On the motherboard |

|  |  |
| --- | --- |
| **5.** | **Which three devices are considered output devices? (Choose three.)**  *Welche drei Geräte sind Ausgabe-Geräte? (Wählen Sie drei Antworten.)* |
| ➀ | fingerprint scanner |
| ➁ | headphones |
| ➂ | keyboard |
| ➃ | monitor |
| ➄ | mouse |
| ➅ | printer |

|  |  |
| --- | --- |
| **6.** | **A user playing a game on a gaming PC with a standard EIDE 5400 RPM hard drive finds the performance unsatisfactory. Which hard drive upgrade would improve performance while providing more reliability and using less power?**  *Ein User spielt ein Spiel auf einem Gamer-PC mit einer Standard EIDE 5400 RPM Festplatte und findet die Leistung unbefriedigend. Welches Festplatten Upgrade würde eine bessere Leistung und mehr Sicherheit bieten und gleichzeitig weniger Strom verbrauchen?* |
| ➀ | A 10.000 RPM SATA hard drive |
| ➁ | A 7200 RPM EIDE hard drive |
| ➂ | An SSD |
| ➃ | A 7200 RPM SATA hard drive |

|  |  |
| --- | --- |
| **7.** | **Which hardware upgrade would allow the processor in a gaming PC to provide the optimal gaming performance?**  *Welches Hardware-Upgrade würde den Prozessor eines Gamer-PCs die optimalste spiel Performance bieten?* |
| ➀ | Liquid cooling |
| ➁ | Large amounts of fast RAM |
| ➂ | A high capacity external hard drive |
| ➃ | A fast EIDE drive |

|  |  |
| --- | --- |
| **8.** | **Which two considerations would be of the greatest importance when building a workstation that will run multiple virtual machines? (Choose two.)**  *Welche zwei Überlegungen sind von größter Bedeutung, beim Bau einer Arbeitsstation, welches mehrere Virtuelle Maschinen Ausführen wird? (Wählen Sie zwei Antworten.)* |
| ➀ | Number of CPU cores |
| ➁ | Powerful videocard |
| ➂ | Amount of RAM |
| ➃ | High-end sound card |
| ➄ | Water cooling |

|  |  |  |  |
| --- | --- | --- | --- |
| **9.** | **Which description fits to which RAID ?**  *Welche Beschreibung passt zu welchem RAID?* | | |
| RAID 0 (A) | | RAID 1(B) | RAID 5(C) |
| ( ) Highest Performance | | | |
| ( ) High performance and highprotection because all data is duplicated | | | |
| ( ) Combination of data stripping and parity | | | |
| ( ) Data stripping without redundancy | | | |
| ( ) Disk mirroring | | | |
| ( ) Ability of data to be rebuilt with information from the other drives | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **10.** | **Which unit of measurement is used to indicate the Hard drive speed?**  *Welche Maßeinheit wird verwendet, um die Geschwindigkeit der Festplatte anzugeben?* | | | |
| ➀ | Clusters per minute | | | |
| ➁ | Revolutions per minute | | | |
| ➂ | gigabytes | | | |
| ➃ | Pages per minute | | | |
| **11.** | | **Which type of memory is primarily used as cache memory?**  *Welche Art von Speicher wird vor allem als Cache-Speicher verwendet?* |
| ➀ | | SRAM |
| ➁ | | ROM |
| ➂ | | RAM |
| ➃ | | DRAM |
| **12.** | **Which two pieces of information are needed before selecting a power supply?**  *Welche zwei Informationen werden benötigt bevor man einen Netzteil aussucht?* | | |
| ➀ | The total Wattage of all components. | | |
| ➁ | The installed operating system. | | |
| ➂ | The type of CPU. | | |
| ➃ | The voltage requirements of peripheral devices. | | |
| ➄ | The form factor of the case. | | |

|  |  |  |
| --- | --- | --- |
| **13.** | **Refer to the exhibit. Which type of adapter is shown?**  *Beziehen Sie sich auf den Ausschnitt. Welche Art von Adapter ist gezeigt?* |  |
| ➀ | Network interface |
| ➁ | RAID |
| ➂ | Video |
| ➃ | Sound |

|  |  |  |
| --- | --- | --- |
| **14.** | **Refer to the exhibit. Which type of video card expansion slot is depicted?**  *Beziehen Sie sich auf den Ausschnitt. Welche Art von Video Card Schnittstelle ist gezeigt?* |  |
| ➀ | ISA |
| ➁ | AGP |
| ➂ | PCI |
| ➃ | PCIe |

|  |  |
| --- | --- |
| **15.** | **Which component controls the communications and interactions between the CPU and other components on the motherboard?**  *Welcher Bauteil kontrolliert die Kommunikation und Interaktionen zwischen der CPU und anderen Bauteilen auf dem Motherboard* |
| ➀ | Chipset |
| ➁ | CMOS |
| ➂ | RAM |
| ➃ | BIOS |
| **16.** | **Which memory module has a frontsidebus speed of 200 MHz?**  *Welche Speichereinheit hat eine frontsidebus Geschwindigkeit von 200 MHz?* |
| ➀ | DDR-400 |
| ➁ | DDR-333 |
| ➂ | DDR3-667 |
| ➃ | PC100 SDRAM |

|  |  |
| --- | --- |
| **17.** | **A technician looks at a motherboard and sees a 24-pin connector. What component would connect to the motherboard through the use of this 24-pin connector?**  *Ein Techniker guckt auf ein 24-pin Schnittstelle auf einem Motherboard. Welches Bauteil würde auf den 24-pin Connector passen.* |
| ➀ | SATA drive |
| ➁ | Floppy drive |
| ➂ | Power supply |
| ➃ | Video card |
| ➄ | PATA optical drive |

|  |  |
| --- | --- |
| **18.** | **Which two storage devices use a magnetic medium for storing data (choose two)?**  *Welche zwei Speichermedien benutzen ein magnetisches Medium zum Speichern der Daten?* |
| ➀ | Blue-ray disk drive |
| ➁ | Tape drive |
| ➂ | Compact disk drive |
| ➃ | Hard disk drive |
| ➄ | Solid state drive |

|  |  |
| --- | --- |
| **19.** | **Which two devices are considered input devices? (Choose two.)**  *Welche zwei Geräte sind Input Einheiten?* |
| ➀ | Biometric authentication device |
| ➁ | Projector |
| ➂ | printer |
| ➃ | speakers |
| ➄ | Digital camera |

|  |  |
| --- | --- |
| **20.** | **What type of connector can be used to connect an eSATA interface to an external SATA drive? (Choose two.)**  *Welcher Verbinder kann bei einem eSATA und einem SATA benutzt werden?* |
| ➀ | 5-pin connector |
| ➁ | 9-pin connector |
| ➂ | 15-pin connector |
| ➃ | 7-pin connector |

|  |  |
| --- | --- |
| **21.** | **Which tool in Windows XP gives a technician access to initialize disks and create partitions?**  *Welches Tool in Windows XP gibt einen Techniker Zugriff auf Festplatten Initialisierungen und Partitionierung ?* |
| ➀ | Defrag |
| ➁ | Disk Cleanup |
| ➂ | Disk Management |
| ➃ | Format |
| ➄ | Scan Disk |
| **22.** | **Which Windows XP command-line utility scans the critical files of the operating system and replaces any files that have been corrupted?**  *Welche Windows XP Befehlszeilen –Dienstprogramme scannt die kritischen Dateien des Betriebssystems und ersetzt alle Dateien, die beschädigt sind?* | |
| ➀ | Chkdsk | |
| ➁ | Defrag | |
| ➂ | Disk Cleanup | |
| ➃ | Disk Management | |
| ➄ | Scan System | |
| ➅ | System File Checker | |

|  |  |
| --- | --- |
| **23.** | **Which two types of tools can help protect a computer from malicious attacks? (Choose two.)**  *Welche beiden Arten von Werkzeugen können einen PC vor Angriffen beschützen? (Wähle zwei)* |
| ➀ | Antivirus software |
| ➁ | Disk Cleanup |
| ➂ | Disk Management |
| ➃ | Fdisk |

|  |  |
| --- | --- |
| **24.** | **A technician wants to limit the chances of ESD affecting the workspace. Which three precautions should be taken? (Choose three.)**  *Ein Techniker will die Chancen der ESD beeinflussen den Arbeitsbereich zu begrenzen. Welche drei Vorsichtsmaßnahmen sollten getroffen werden? (Wählen Sie drei Antworten.)* |
| ➀ | Store all computer components in clear plastic bags |
| ➁ | Ensure antistatic mats are on the workbench and floor |
| ➂ | Wear an antistatic wrist strap |
| ➃ | Ensure that all flooring is carpeted. |
| ➄ | Keep all components in antistatic bags. |
| ➅ | Keep humidity in the environment very low. |

|  |  |
| --- | --- |
| **25.** | **What are two significant sources of EMI? (Choose two.)**  *Was sind zwei wesentliche Quellen von EMI? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | | infrared mice | |
| ➁ | RAM modules |
| ➂ | Electrical stroms |
| ➃ | LCD monitors |
| ➄ | Power lines |
| ➅ | printer |

|  |  |
| --- | --- |
| **26.** | **Which precaution should be taken when working inside computer systems?**  *Welche Vorsichtsmaßnahmen sollten bei Arbeiten im Inneren des Computers Systems vorgenommen werden?* |
| ➀ | Avoid using magnetized tools |
| ➁ | Leave the power cord attached to an outlet for grounding. |
| ➂ | Wear ESD protection to repair monitors in humid environments. |
| ➃ | Avoid using ESD wrist straps and ESD mats simultaneously. |

|  |  |
| --- | --- |
| **27.** | **Which cleaning solution is recommended to clean the contacts of computer components?**  *Welche Reinigungslösung wird empfohlen, um die Kontakte von Computer-Komponenten zu reinigen?* |
| ➀ | Rubbing alcohol |
| ➁ | Isopropyl alcohol |
| ➂ | glass cleaner with ammonia |
| ➃ | water that is mixed with a small amount of dishwashing liquid |

|  |  |
| --- | --- |
| **28.** | **Why should a pencil never be used as a tool when working inside a computer?**  *Warum sollte ein Bleistift nie als Werkzeug verwendet werden, wenn Arbeiten im Inneren eines Computers vorgenommen werden ?* |
| ➀ | |  | | --- | | Pencil lead is corrosive. | |
| ➁ | Pencil lead is conductive |
| ➂ | A pencil can hold a static charge |
| ➃ | The lead in a pencil can induce current. |

|  |  |
| --- | --- |
| **29.** | **The performance of a computer is reduced after using the Internet. Which three tools could be run to try to improve the performance of the computer? (Choose three.)**  *Die Leistung eines Computers wird nach der Verwendung mit dem Internet reduziert. Welche drei Tools müssen laufen damit sich die Leistung des PC verbessert? ( Wähle drei )* |
| ➀ | Fdisk |
| ➁ | Spyware remover |
| ➂ | Defrag |
| ➃ | Disk Cleanup |
| ➄ | a BIOS updater |
| ➅ | Device Manager |

|  |  |
| --- | --- |
| **30.** | **Why documentation of all is services and repairs an important organizational tool for a technician?**  *Warum ist die Dokumentation aller Dienstleistungen und Reparaturen ein wichtiges organisatorisches Tool für einen Techniker?* |
| ➀ | It increases the cost of services and repairs. |
| ➁ | It allows the public sharing of information on the Internet. |
| ➂ | It reduces the technical skills required of new technicians. |
| ➃ | It provides reference material for similar problems when they are encountered in the future |

|  |  |
| --- | --- |
| **31.** | **How does an inline UPS protect computer equipment against electrical power brownouts and blackouts?**  *Wie funktioniert ein Inline-USV schützen EDV-Anlagen gegen elektrischen Spannungsabfall und Stromausfällen?* |
| ➀ | by grounding excess electrical voltage |
| ➁ | by using a battery to supply a constant level of voltage |
| ➂ | by switching from main power to a standby power source |
| ➃ | by stopping the flow of voltage to the computer |

|  |  |
| --- | --- |
| **32.** | **Which two actions pose a potential safety hazard to a technician? (Choose two.)**  *Welche zwei Aktionen stellen eine potenzielle Gefahr für die Sicherheit an einen Techniker? (Wählen Sie zwei.)* |
| ➀ | wearing a wrist strap while working inside a power supply |
| ➁ | using a magnetic screwdriver while working on a hard drive |
| ➂ | plugging a printer into an UPS |
| ➃ | standing on an antistatic mat while working on a computer |
| ➄ | cleaning the inside of the computer while it is turned on |

|  |  |
| --- | --- |
| **33.** | **Which circumstance increases the likelihood of ESD damage to a computer?**  *Welcher Umstand erhöht die Wahrscheinlichkeit von Schäden durch elektrostatische Entladungen zu einem Computer?* |
| ➀ | working in low levels of humidity |
| ➁ | using a magnetic screwdriver while working on a hard drive |
| ➂ | plugging a printer into an UPS |
| ➃ | self grounding against the computer case |

|  |  |
| --- | --- |
| **34.** | **Which tool is designed to loosen or tighten crosshead screws?**  *Welches Werkzeug wurde dafür konzipiert um Kreuzschlitzschraube zu festigen und zu lockern?* |
| ➀ | phillips screwdriver |
| ➁ | hex driver |
| ➂ | flat head screwdriver |
| ➃ | torx driver |

|  |  |
| --- | --- |
| **35.** | **Which tool could potentially cause data loss on hard disk or floppy drives?**  *Welches Werkzeug könnte zu Datenverlust auf der Festplatte oder Floppy-Laufwerke?* |
| ➀ | a magnetic screwdriver |
| ➁ | compressed air |
| ➂ | a lead pencil |
| ➃ | a computer vacuum cleaner |

|  |  |
| --- | --- |
| **36.** | **Which condition refers to a reduced voltage level of AC power that lasts for an extended period of time?**  *Welcher Zustand bezieht sich auf einen reduzierten Spannungspegel der Stromversorgung, die für eine längere Zeit dauert?* |
| ➀ | brownout |
| ➁ | sag |
| ➂ | spike |
| ➃ | surge |

|  |  |
| --- | --- |
| **37.** | **A technician accidentally spills a cleaning solution on the floor of the workshop. Where would the technician find instructions on how to properly clean up and dispose of the product?**  *Ein Techniker verschüttet versehentlich eine Reinigungslösung auf dem Boden der Werkstatt. Wo würde der Techniker eine Anleitung finden wie man richtig aufräumen und entsorgen kann?* |
| ➀ | the material safety data sheet |
| ➁ | the insurance policy of the company |
| ➂ | the local hazardous materials team |
| ➃ | the regulations provided by the local occupational health and safety administration |

|  |  |
| --- | --- |
| **38.** | **Which two devices commonly affect wireless networks? (Choose two.)**  *Welche beiden Geräte allgemein betreffen drahtlose Netzwerke? (Wählen Sie zwei.)* |
| ➀ | Blu-ray players |
| ➁ | home theaters |
| ➂ | cordless phones |
| ➃ | microwaves |
| ➄ | incandescent light bulbs |
| ➅ | external hard drives |

|  |  |
| --- | --- |
| **39.** | **What is a proper directive for using a can of compressed air to clean a PC?**  *Was ist eine richtige Richtung für die Verwendung einer Dose Druckluft, um einen PC zu reinigen?* |
| ➀ | Do not use compressed air to clean a CPU fan. |
| ➁ | Use a long, steady stream of air from the can. |
| ➂ | Do not spray the compressed air with the can upside down. |
| ➃ | |  | | --- | | Spray the CPU cooling fan with the compressed air to verify that the fan blade is spinning freely. | |

|  |  |
| --- | --- |
| **40.** | **Which type of fastener is loosened and tightened with a hex driver?**  *Welche Art der Befestigung löst und zieht ein Hex dreher ?* |
| ➀ | torx bolt |
| ➁ | slotted screw |
| ➂ | six sided bolt |
| ➃ | cross head screw |

|  |  |
| --- | --- |
| **41.** | **A technician has just finished assembling a new computer. When the computer is powered up for the first time, the POST discovers a problem. How does the POST indicate the error?**  *Ein Techniker hat den Computer gerade montiert. Wenn der Computer zum ersten Mal gestartet wird, entdeckt das POST ein Problem. Wie signalisiert das POST den Fehler?* |
| ➀ | It issues a number of short beeps. |
| ➁ | The LED on the front of the computer case flashes a number of times. |
| ➂ | It places an error message in the BIOS. |
| ➃ | It locks the keyboard. |

|  |  |
| --- | --- |
| **42.** | **A technician is troubleshooting a PC that will not boot. When the PC is powered on, it emits a series of beeps and indicates that the BIOS settings have changed and need to be reconfigured. The technician reconfigures the BIOS settings, saves them, and the computer boots. Later when the PC is powered off and back on again, the same error message appears, and all the BIOS changes are gone. What should the technician do to fix the problem?**  *Ein Techniker ist bei der Fehlerbeseitigung eines PCs, der nicht starten will. Wenn der PC darauf hin gestartet wird, ertönen eine Reihe von Signaltönen und der Bildschirm zeigt an, dass sich die BIOS Einstellungen geändert haben und wiederkonfiguriert werden müssen. Der Techniker konfiguriert die BIOS Einstellungen wieder, speichert sie, und der Computer startet. Später, wenn der PC neu startet erscheint dieselbe Fehlermeldung, und alle BIOS-Änderungen sind weg. Was sollte der Techniker tun, um das Problem zu beheben?* |
| ➀ | Reseat the RAM. |
| ➁ | Replace the motherboard. |
| ➂ | Replace the CMOS battery. |
| ➃ | Upgrade the BIOS firmware. |

|  |  |
| --- | --- |
| **43.** | **What type of connector would be used to supply power to an PATA optical drive?**  *Welcher Stecker wird verwendet würde, um Strom zu einem PATA optischen Laufwerk zu liefern?* |
| ➀ | Berg |
| ➁ | AT |
| ➂ | Molex |
| ➃ | PS/2 |

|  |  |
| --- | --- |
| **44.** | **What is the best way to apply thermal compound when reseating a CPU?**  *Welcher ist der beste Weg um eine Thermal Komponente anzuwenden, um die CPU wieder ein zu setzen?* |
| ➀ | Clean the CPU and the base of the heat sink with isopropyl alcohol before applying the thermal compound. |
| ➁ | Formularbeginn  Formularbeginn  Formularbeginn  Formularbeginn  Use rubbing alcohol to clean the base of the heat sink before applying thermal compound. |
| ➂ | Scrape off the old thermal compound on the heat sink with a sharp knife and apply the thermal compound liberally. |
| ➃ | Put a thick layer of thermal compound over the existing thermal compound before reseating . |

|  |  |
| --- | --- |
| **45.** | **A technician has assembled a new computer and must now configure the BIOS. At which point must a key be pressed to start the BIOS setup program?**  *Ein Techniker hat einen neuen Computer montiert und muss jetzt das BIOS konfigurieren. An welchem Punkt muss eine Taste gedrückt werden, um das BIOS Einstellungsprogramm zu starten.* |
| ➀ | Formularbeginn  before the computer is powered on. |
| ➁ | during the Windows load process. |
| ➂ | during the POST. |
| ➃ | after the POST, but before Windows starts to load. |

|  |  |
| --- | --- |
| **46.** | **What is a function of the BIOS?**  *Was ist die Funktion von BIOS?* |
| ➀ | Formularbeginn  Enables a computer to connect to a network. |
| ➁ | Provides temporary data storage for the CPU. |
| ➂ | Performs a power-on self-test of internal components. |
| ➃ | Provides graphic capabilities for games and applications. |

|  |  |
| --- | --- |
| **47.** | **A technician has just finished assembling a new computer. When the computer is powered up for the first time, the POST discovers a video subsystem problem. How does the POST indicate the error?**  *Ein Techniker hat gerade einen neuen Computer montiert. Wenn der Computer zum ersten Mal startet, entdeckt das POST ein Videosubsystem-Problem. Wie signalisiert das POST den Fehler?* |
| ➀ | by issuing a number of beeps |
| ➁ | by flashing the LED on the front of the computer case a number of times |
| ➂ | by placing an error message in the BIOS |
| ➃ | by locking the keyboard |

|  |  |
| --- | --- |
| **48.** | **You are monitoring a new technician who is installing a device driver on a Windows-based PC. The technician asks why the company requires the use of signed drivers. What would be the best response to give?**  *Sie kontrollieren einen neuen Techniker, der einen Geräte-Treiber auf einem windows PC installiert. Der Techniker fragt, warum die Gesellschaft den Gebrauch von unterzeichneten Treibern verlangt. Wie würde die beste Antwort sein?* |
| ➀ | Signed drivers prevent physical damage to devices. |
| ➁ | An unsigned driver can cause files to be fragmented as they are prosseced |
| ➂ | A signed driver has passed the lab test of Microsoft for quality and helps prevent a system from being compromised. |
| ➃ | Formularbeginn  All companies making devices for a Windows computer have to have Microsoft sign off on the new driver before it can be added to the operating system. |
| ➄ | Formularbeginn  A signed driver has been approved by the company that created the device driver. |

|  |  |
| --- | --- |
| **49.** | **What is an important step when installing a second PATA hard drive in a computer?**  *Was ist ein wichtiger Schritt, eine zweite PATA Festplatte in einem Computer installieren?* |
| ➀ | Set the swap file size on the new drive. |
| ➁ | Set the drive ID number with the correct jumper. |
| ➂ | Configure the BIOS settings to auto-detect the master drive. |
| ➃ | Ensure that pin one of the PATA data cable is correctly aligned with the connector. |

|  |  |
| --- | --- |
| **50.** | **What number of disks is the required minimum to implement RAID 0?**  *Welche Zahl von Disketten ist das erforderliche Minimum, um RAID 0 durchzuführen?* |
| ➀ | 1 |
| ➁ | 2 |
| ➂ | 3 |
| ➃ | 4 |

|  |  |
| --- | --- |
| **51.** | **A technician is assembling a new computer. Which two components are often easier to install before mounting the motherboard in the case? (Choose two.)**  *Ein Techniker montiert einen neuen Computer. Welche zwei Bestandteile sind leichter vor dem montieren des Mainboards zu installieren? (Wählen Sie zwei)* |
| ➀ | CPU |
| ➁ | memory |
| ➂ | NIC |
| ➃ | Sound card |
| ➄ | Video card |

|  |  |
| --- | --- |
| **52.** | **A technician is troubleshooting a computer that has a malfunctioning floppy drive. The technician observes that the floppy drive light remains lit constantly. What should the technician do to repair the problem?**  *Ein Techniker beseitigt einen Fehler bei ein Computer, der ein schlecht funktionierendes Disketten-Laufwerk hat. Der Techniker bemerkt, dass die Disketten-Laufwerk-lampe ständig eingeschaltet bleibt. Was sollte der Techniker tun, um das Problem zu beheben?* |
| ➀ | Remove the floppy drive via Add/Remove Hardware. |
| ➁ | Replace the floppy drive. |
| ➂ | Connect the data cable making sure that the colored stripe on the cable is aligned with pin 1 on the drive and the motherboard. |
| ➃ | Change the jumper setting to *master* for the floppy drive. |

|  |  |
| --- | --- |
| **53.** | **A technician is installing additional memory in a computer. How can the technician guarantee that the memory is correctly aligned?**  *Ein Techniker installiert einen zusätzlichen Speicher in einem Computer. Wie kann der Techniker versichern, dass der Speicher richtig ausgerichtet ist?* |
| ➀ | The label on the memory module should always face the CPU. |
| ➁ | A notch in the memory module should be aligned with a notch in the memory slot. |
| ➂ | A notch in the memory module should be aligned with a notch in the memory slot. |
| ➃ | The arrows on the memory module should be aligned with the arrows on the motherboard slot |
| ➄ | Memory slots are color coded, with one end red and one end blue. |

|  |  |
| --- | --- |
| **54.** | **What is used to prevent the motherboard from touching metal portions of the computer case?**  *Was wird verwendet, um das Motherboards davon abzuhalten, Metallteile des Computers zu berühren?* |
| ➀ | an I/O shield |
| ➁ | thermal compound |
| ➂ | standoffs |
| ➃ | ZIF sockets |

|  |  |
| --- | --- |
| **55.** | **What is an advantage of using signed drivers?**  *Was ist der Vorteil bei signierten Treibern?* |
| ➀ | They are free of errors. |
| ➁ | They never need upgrading. |
| ➂ | They are guaranteed to work with all operating systems. |
| ➃ | They are verified to be compatible with the operating system. |
| ➄ | They are guaranteed by the manufacturer to work with any hardware. |

|  |  |
| --- | --- |
| **56.** | **Where is the saved BIOS configuration data stored?**  *Wo sind die BIOS-configurationen gespeichert?* |
| ➀ | RAM |
| ➁ | CMOS |
| ➂ | cache |
| ➃ | Hard drive |

|  |  |
| --- | --- |
| **57.** | **Which statement describes the purpose of an I/O connector plate?**  *Welche Behauptung beschreibt den Zweck einer Eingabe/Ausgabe-Stecker-Platte?* |
| ➀ | It makes the I/O ports of the motherboard available for connection in a variety of computer cases |
| ➁ | Formularbeginn  It plugs into the motherboard and expands the number of available slots for adapter cards. |
| ➂ | It provides multiple connections for SATA hard drives to connect to the motherboard. |
| ➃ | Formularbeginn  It connects the PCIe adapter slots used for video directly to the CPU for faster processing. |

|  |  |
| --- | --- |
| **58.** | **What are two examples of settings that can be changed in the CMOS settings? (Choose two.)**  *Was sind zwei Beispiele für Einstellungen, die in den CMOS-Einstellungen geändert werden können? (Wählen Sie zwei.)* |
| ➀ | drive partition size |
| ➁ | device drivers |
| ➂ | swap file size |
| ➃ | enabling and disabling devices |
| ➄ | boot order |

|  |  |
| --- | --- |
| **59.** | **A technician discovers that the PS/2 mouse port is not working. The technician has several replacement mouse models available. What input port will the technician use to install the replacement mouse?**  *Ein Techniker entdeckt, dass der PS/2 Mausanschluss nicht arbeitet. Der Techniker hat mehrere verfügbare Ersatz-Maus-Modelle. Welchen Eingang wird der Techniker verwenden, um die Ersatz-Maus zu installieren?* |
| ➀ | eSATA |
| ➁ | FireWire |
| ➂ | parallel |
| ➃ | Formularbeginn  USBFormularende |

|  |  |
| --- | --- |
| **60.** | **What are three important considerations when installing a CPU on a motherboard? (Choose three.)**  *Was sind die drei wichtigsten Vorsichtsmaßnahmen, um eine CPU auf einem Mainboard zu installieren? (Wählen Sie drei.)* |
| ➀ | Antistatic precautions are taken. |
| ➁ | The CPU is correctly aligned and placed in the socket. |
| ➂ | The CPU contacts are first cleaned with isopropyl alcohol. |
| ➃ | The CMOS EPROM battery is removed prior to installing the CPU. |
| ➄ | Maximum insertion force is applied to the load lever so the CPU is locked in place. |

|  |  |
| --- | --- |
| **61.** | **A technician has been asked to install a second optical drive in a computer. The technician will need to configure the drive as slave. How can the technician accomplish this desired configuration?**  *Ein Techniker ist gebeten worden, ein zweites optisches Laufwerk in einem Computer zu installieren. Der Techniker wird das Laufwerk als Sklave konfigurieren müssen. Wie kann der Techniker diese gewünschte Konfiguration vollbringen?* |
| ➀ | Use jumpers on the motherboard to configure the drive as slave. |
| ➁ | List the drive as slave in the CMOS. |
| ➂ | Connect the drive after the twist in the PATA cable. |
| ➃ | Formularbeginn  Use jumpers on the drive to configure the drive as slaveFormularbeginnFormularende |

|  |  |
| --- | --- |
| **62.** | **What is part of creating a preventive maintenance plan?**  *Was ist ein Teil eines Erschaffenen Plans der vorbeugenden Wartung?* |
| ➀ | performing a forensic audit of security breaches |
| ➁ | documenting the details and frequency of each maintenance task |
| ➂ | discarding all replaced parts |
| ➃ | performing hardware upgrades |

|  |  |
| --- | --- |
| **63.** | **After a technician tests a theory of probable causes, what two actions should the technician take if the testing did not identify an exact cause? (Choose two.)**  *Nachdem ein Techniker eine Theorie von wahrscheinlichen Ursachen hat, prüft er. Welche zwei Handlungen sollte der Techniker machen, wenn die Prüfung keine genaue Ursache identifizierte kann ? (Wählen Sie zwei )* |
| ➀ | Randomly replace components one at a time until the problem is solved. |
| ➁ | Establish a new theory of probable causes. |
| ➂ | Test all remaining possible causes starting with the most complex. |
| ➃ | Use a top down approach to isolate the cause of the problem. |
| ➄ | Document each test tried that did not correct the problem. |

|  |  |
| --- | --- |
| **64.** | **A web designer installed the latest video editing software and now notices that when the application loads, it responds slowly. Also the hard disk LED is constantly flashing when the application is in use. What is a solution to solve the performance problem?**  *Ein Web Entwerfer hat die letzte Videoredigieren-Software installiert und bemerkt jetzt, wenn die Anwendung lädt, es langsam läuft. Auch die Festplatte blinkt ständig, wenn die Anwendung im Gebrauch ist. Was ist eine Lösung, um das Leistungsproblem zu beheben?* |
| ➀ | |  | | --- | |  | |  | | adding more RAM | |  | |
| ➁ | replacing the hard disk with a faster model |
| ➂ | replacing the video card with a model that has a DVI output |
| ➃ | upgrading to a faster CPU |

|  |  |
| --- | --- |
| **65.** | **What is a recommended procedure to follow when cleaning computer components?**  *Was ist eine empfohlene Vorgehensweise beim Reinigen von Computer-Komponenten?* |
| ➀ | |  | | --- | |  | |  | |  | | Blow compressed air on cooling fans so that they will spin when dust is being removed. | |
| ➁ | Use window cleaner on LCD screens. |
| ➂ | Hold cans of compressed air upright while spraying. |
| ➃ | Remove the CPU before cleaning. |

|  |  |
| --- | --- |
| **66.** | **Which step of the six-step troubleshooting process is where a technician would ask the computer user to print a document on a newly installed printer?**  *Welcher Schritt des Sechs-Schritte-Fehlerbeseitigungsprozesses(-verfahrens) besteht darin, wo ein Techniker den Computernutzer bitten würde, ein Dokument auf einem kürzlich neu installierten Drucker zu drucken?* |
| ➀ | |  | | --- | |  | | Verify full system functionality and, if applicable, implement preventive measures. | |  | |  | |  | |  | |
| ➁ | Document findings, actions, and outcomes. |
| ➂ | Identify the problem. |
| ➃ | Establish a plan of action to resolve the problem and implement the solution. |
| ➄ | Establish a theory of probable cause. |
| ➅ | Test the theory to determine the cause. |

|  |  |
| --- | --- |
| **67.** | **A customer reports that recently several files cannot be accessed. The service technician decides to check the hard disk status and the file system structure. The technician asks the customer if a backup has been performed on the disk and the customer replies that the backup was done a week ago to a different logical partition on the disk. What should the technician do before performing diagnostic procedures on the disk?**  *Ein Kunde berichtet, dass es auf mehrere Dateien nicht zugegriffen kann. Der Monteur entscheidet sich dafür, die Festplatte und den Dateisystemaufbau zu überprüfen. Der Techniker fragt den Kunden, ob eine Datensicherung durchgeführt worden ist und der Kunde antwortet, dass die Datensicherung vor einer Woche auf einen anderen Teil auf der Disk getan wurde. Was soll der Techniker vor der Durchführung diagnostischer Verfahren auf der Festplatte tun?* |
| ➀ | |  | | --- | | Install a new hard disk as the primary disk, then make the current disk a slave. | |  | |  | |  | |
| ➁ | Perform file restore from the existing backup copy at the logical partition. |
| ➂ | Run the CHKDSK utility. |
| ➃ | Back up the user data to a removable drive. |

|  |  |
| --- | --- |
| **68.** | **A technician is performing hardware maintenance of PCs at a construction site. What task should the technician perform as part of a preventive maintenance plan?**  *Ein Techniker führt eine Hardware-Wartung von einem PCs an einer Baustelle durch. Welche Aufgabe sollte der Techniker als ein Teil eines Plans der vorbeugenden Wartung durchführen?* |
| ➀ | |  | | --- | |  | |  | |  | | Remove dust from intake fans. | |
| ➁ | Perform an audit of all software that is installed. |
| ➂ | Develop and install forensic tracking software. |
| ➃ | Back up the data, reformat the hard drive, and reinstall the data. |

|  |  |
| --- | --- |
| **69.** | **An employee reports that the antivirus software cannot obtain updates. The support technician notices that the license for the software has expired. The technician adds a new license to the software and completes the update service. What should the technician do next?**  *Ein Angestellter berichtet, dass die Antivirus-Software Aktualisierungen nicht vornehmen kann. Der Unterstützungstechniker bemerkt, dass die* license abgelaufen ist. Der Techniker fügt eine neue Lizenz an der Software und schließt den Update-Service. Was soll der Techniker als nächstes tun? |
| ➀ | Run a full virus scan on the computer. |
| ➁ | |  | | --- | |  | |  | | Download advanced antivirus software from another vendor. | |  | |
| ➂ | Review the Event Viewer for the date and time that the last software update was performed. |
| ➃ | Record the new license number in the log. |

|  |  |
| --- | --- |
| **70.** | **What is the preferred method to remove a disc from an optical drive that fails to eject the disc?**  *Was ist eine bevorzugte Methode, eine CD von einem optischen Laufwerk zu entfernen, wen das Laufwerk die CD nicht mehr auswerfen kann.* |
| ➀ | |  | | --- | | Use a small screwdriver and pry the drive door open. | |  | |
| ➁ | |  | | --- | | Send the drive to an authorized repair depot. | |  | |  | |  | |
| ➂ | |  | | --- | | Insert a pin into the small hole on the front of the drive. | |
| ➃ | |  | | --- | | Remove the top of the drive enclosure. | |

|  |  |
| --- | --- |
| **71.** | **Which device is most likely to be affected by an incorrect setting saved in CMOS or an incorrect jumper setting?**  *Welches Gerät wird höchstwahrscheinlich durch eine falsche im CMOS oder eine falsche Springer-Einstellung Einstellung betroffen sein?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   hard drive |
| ➁ | printer |
| ➂ | monitor |
| ➃ | power supply |

|  |  |  |
| --- | --- | --- |
| **72.** | | **During the process of testing a theory of several probable causes to a problem, which should be tested first?**  *Während des Prozesses zum Testen einer Theorie der mehrere mögliche Ursachen für ein Problem hat, sollte zuerst geprüft werden?* |
| ➀ | | |  | | --- | |  | |  | |  | | the easiest and most obvious | |
| ➁ | | those chosen by random selection |
| ➂ | | the most complex and difficult to diagnose |
| ➃ | | those the customer believes to be the most important |
| **73.** | **After a new PCIe video card is added, the computer seems to boot successfully but it will not display any video. The computer was working properly before the new video card was installed. What is the most likely cause of the problem?**  *Nachdem eine neue PCIe Videokarte hinzugefügt wird, scheint der Computer, erfolgreich zu starten, aber er zeigt kein Video. Der Computer arbeitete richtig, bevor die neue Videokarte installiert wurde. Was ist die wahrscheinlichste Ursache des Problems?* | | |
| ➀ | |  | | --- | |  | | The PC does not have enough RAM to support the new video card. | |  | |  | | | |
| ➁ | The monitor cable is faulty. | | |
| ➂ | The new video card is not compatible with the CPU in the PC. | | |
| ➃ | The saved CMOS settings are set to use the built-in video adapter. | | |

|  |  |
| --- | --- |
| **74.** | **A scientific expedition team is using laptops for their work. The temperatures where the scientists are working range from -13 degrees Fahrenheit (-25 degree Celsius) to 80 degrees Fahrenheit (27 degrees Celsius). The humidity level is around 40 percent. Noise levels are low, but the terrain is rough and winds can reach 45 miles per hour (72 kilometers per hour). When needed, the scientists stop walking and enter the data using the laptop. Which condition is most likely to adversely affect a laptop that is used in this environment?**  *Eine wissenschaftliche Entdeckungsreise-Mannschaftverwendet Laptop für ihre Arbeit. Die Temperaturen, wo die Wissenschaftler Arbeitsbereich sind von-13 Grad Fahrenhei (-25 Celsiusgrad) zu 80 Grad Fahrenhei (27 Grad Celsius). Das Feuchtigkeitsniveau ist ungefähr 40 Prozent. Geräuschniveaus sind niedrig, aber das Terrain ist rau, und Winde können 45 Meilen pro Stunde (72 Kilometer pro Stunde) erreichen. Bei Bedarf stoppen die Wissenschaftler zu Fuß und geben die Daten mit dem Laptop ein. Welche Bedingung ist am ehesten zu beeinträchtigen einen Laptop, der in dieser Umgebung verwendet wird?* |
| ➀ | |  | | --- | |  | |  | |  | |  | | the wind | |  | |  | |  | |
| ➁ | the humidity |
| ➂ | the rough terrain |
| ➃ | the temperature |

|  |  |
| --- | --- |
| **75.** | **Which two types of data should be backed up before troubleshooting a computer for a customer?  (Choose two.)**  *Welche zwei Arten von Daten sollten vor der Beseitigung eines Computers für einen Kunden gesichert werden? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | | Internet Explorer favorites files | |  | |
| ➁ | BIOS system file |
| ➂ | Windows operating system files |
| ➃ | driver files for the hard disk |
| ➄ | |  | | --- | |  | | documents that are created by the customer | |

|  |  |
| --- | --- |
| **76.** | **Which task should be part of a software maintenance routine?**  *Welche Aufgabe sollte ein Teil einer Softwarewartungsroutine sein?* |
| ➀ | Back up the data, reformat the hard drive, and reinstall the data. |
| ➁ | Check for and secure any loose cables. |
| ➂ | Remove dust from the power supply. |
| ➃ | |  | | --- | | Defragment the hard drive. | |  | |  | |  | |

|  |  |
| --- | --- |
| **77.** | **A user has opened a ticket that indicates that the computer clock keeps losing the correct time. What is the most likely cause of the problem?**  *Ein Benutzer hat eine Karte geöffnet, welche besagt, dass der Computer die richtige Zeit verliert. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The motherboard clocking crystal is damaged. |
| ➁ | The operating system needs to be patched. |
| ➂ | The CPU needs to be overclocked. |
| ➃ | |  | | --- | |  | |  | | The CMOS battery is loose or failing. | |  | |

|  |  |
| --- | --- |
| **78.** | **What is the purpose of documenting the information that is obtained from the customer in the work order?**  *Was ist der Zweck der Dokumentation der Informationen, die von den Kunden in den Arbeitsauftrag erhält?* |
| ➀ | to use the information to aid in solving the problem |
| ➁ | to use the information for marketing purposes |
| ➂ | to create a centralized database of possible problems |
| ➃ | to keep track of parts that are ordered |

|  |  |
| --- | --- |
| **79.** | **An employee reports that each time a workstation is started it locks up after about 5 minutes of use.  What is the most likely cause of the problem?**  *Ein Angestellter(Angestellte) berichtet, dass jedes Mal wen er den Arbeitsrechner startet , stürzt der PC nach ungefähr 5 Minuten ab. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The CPU experiences overheating. |
| ➁ | |  | | --- | |  | | The power supply fails to provide adequate voltage and current. | |  | |  | |
| ➂ | The RAM is malfunctioning. |
| ➃ | The hard disk is failing. |

|  |  |
| --- | --- |
| **80.** | **During the troubleshooting of a PC that will not boot, it is suspected that the problem is with the RAM modules. The RAM modules are removed and put into another PC, which successfully powers on. The RAM modules are then put back into the original PC and it now successfully powers on as well. What was the most likely cause of the problem?**  *Während der Fehlerbeseitigung eines PCs, der nicht starten, wird vermutet das , dass Problem mit den RAM-Modulen ist. Die RAM-Module werden entfernt und in einen anderen PC eingesteckt, der erfolgreichen startet. Die RAM-Module werden dann in den ursprünglichen PC und es jetzt startet erfolgreich der Computer. Was war die wahrscheinlichste Ursache des Problems?* |
| ➀ | |  | | --- | | The RAM modules were not seated firmly. | |  | |  | |  | |
| ➁ | The RAM modules did not match the PC specs. |
| ➂ | The RAM modules have bad blocks. |
| ➃ | The RAM modules were inserted backwards into the DIMM slots. |

|  |  |
| --- | --- |
| **81.** | **Which two items could be used to help establish a plan of action when resolving a computer problem? (Choose two.)**  *Welche zwei Elemente werden verwendet, um zur Schaffung eines Aktionsplans bei der Auflösung ein Computer-Problem zu helfen (Wählen Sie zwei.)* |
| ➀ | a loopback plug |
| ➁ | BIOS diagnostics |
| ➂ | |  | | --- | | the computer manual | |
| ➃ | |  | | --- | |  | | the computer repair history log | |  | |  | |

|  |  |
| --- | --- |
| **82.** | **Which two common computer problems could cause a motherboard to short-circuit? (Choose two.)**  *Welche zwei häufigen Computerprobleme auf einer Hauptplatine veranlassen einem Kurzschluss? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | |  | | loose case screws | |
| ➁ | bent drive cable pins |
| ➂ | |  | | --- | | a dusty CPU fan | |
| ➃ | |  | | --- | | a loose PATA cable | |  | |  | |  | |
| ➄ | unseated adapter cards |

|  |  |
| --- | --- |
| **83.** | **Which component can be easily damaged by the direct spray of compressed air when cleaning the inside the computer case?**  *Welcher Bestandteil kann durch den direkten Spray von Druckluft leicht beschädigt werden, wenn man das Innere des Computers reinigt?* |
| ➀ | |  | | --- | | cable connectors | |  | |  | |  | |  | |
| ➁ | |  | | --- | |  | |  | | fan | |  | |  | |
| ➂ | power supply |
| ➃ | |  | | --- | | CPU | |  | |  | |
| ➄ | heat sink |

|  |  |
| --- | --- |
| **84.** | **A technician has loaded an incorrect video driver on a Windows 7 computer. How can the technician revert to a previous driver?**  *Ein Techniker hat auf einem Windows 7 Rechner einen falschen Video Treiber installiert. Wie kann er den Treiber auf eine vorherige Version zurücksetzen.* |
| ➀ | Select the video adapter card Properties in Device Manager, select the Driver tab, and click Roll Back Driver. |
| ➁ | Select Create a Restore Point from System Tools. |
| ➂ | Use the Devices and Printers control panel to right-click on the monitor, and select Properties. Select Roll Back Driver. |
| ➃ | Use regedit to remove the information about the graphics driver from the registry. |

|  |  |
| --- | --- |
| **85.** | **A user notices that some of the programs that are installed before upgrading to Windows 7 no longer function properly after the upgrade. What can the user do to fix this problem?**  *Ein Benutzer hat festgestellt, dass mehrere Programme nach einem Upgrade auf Windows 7 nicht mehr richtig funktionieren. Was kann er tun um das Problem zu beheben?* |
| ➀ | Update the driver for the graphics card. |
| ➁ | Use the System Restore utility. |
| ➂ | Lower the UAC setting in the Change User Account Control settings dialog box of the User Accounts control. |
| ➃ | Run the programs in Compatibility Mode. |

|  |  |
| --- | --- |
| **86.** | **A Windows XP system is unable to boot properly. What is the procedure to use to boot this system into Safe Mode?**  *Ein Windows XP System bootet nicht mehr richtig. Was muss man tun um den Rechner im Abgesicherten Modus zu starten?* |
| ➀ | Reboot the system, press and hold F8 until a menu is displayed, and then choose Safe Mode. |
| ➁ | Reboot the system and press Del or F2 depending on the system. |
| ➂ | Run the MSCONFIG utility and choose the option Selective Startup. |
| ➃ | From the command prompt run the shutdown -r -s command |

|  |  |
| --- | --- |
| **87.** | **What would be the result of having a corrupt Master Boot Record?**  *Was würde aus einem korrupten Master Boot Record resultieren?* |
| ➀ | The keyboard will be unresponsive to the user. |
| ➁ | The operating system will fail to start. |
| ➂ | The printer will function incorrectly. |
| ➃ | A new application will fail to install. |

|  |  |
| --- | --- |
| **88.** | **Which command is used from the Windows command prompt to schedule a program to run at a specific time?**  *Welches Kommando der Windows Kommandokonsole wird benutzt um ein Programm zu einer bestimmten Zeit zu starten?* |
| ➀ | TASKKILL |
| ➁ | AT |
| ➂ | TASKLIST |
| ➃ | CMD |

|  |  |
| --- | --- |
| **89.** | **Which two statements are true about restore points? (Choose two.)**  *Welche zwei Aussagen über Wiederherstellungspunkte sind wahr?* |
| ➀ | They back up personal data files. |
| ➁ | They recover personal files that have been corrupted or deleted. |
| ➂ | A technician should always create them after updating the operating system. |
| ➃ | They contain information about the system and registry settings that are used by the Windows operating system. |
| ➄ | They are useful to restore the computer to an earlier time when the system worked properly. |

|  |  |
| --- | --- |
| **90.** | **Which Windows 7 feature allows a user to view the contents of the desktop by moving the mouse to the right edge of the taskbar?**  *Welche Windows 7 Funktion erlaubt es, den Inhalt des Desktops zu sehen, wenn man die Maus an die rechte kannte der Taskbar bewegt?* |
| ➀ | Shake |
| ➁ | Aero Peek |
| ➂ | jump lists |
| ➃ | Search |
| ➄ | Snap |
| ➅ | thumbnail previews |

|  |  |
| --- | --- |
| **91.** | **To which category of hypervisor does the Microsoft Virtual PC belong?**  *Zu welchem Hypervisor gehört der Microsoft Virtual PC?* |
| ➀ | Type 1 |
| ➁ | Type 2 |
| ➂ | Type 3 |
| ➃ | Type 4 |

|  |  |
| --- | --- |
| **92.** | **Which Windows administrative tool displays the usage of a number of computer resources simultaneously and can help a technician decide if an upgrade is needed?**  *Welches administrative Windows Programm zeigt die Nutzung einer Reihe von Computer-Ressourcen gleichzeitig an und kann dem Techniker helfen zu entscheiden ob ein Upgrade notwendig ist?* |
| ➀ | Services |
| ➁ | Component Services |
| ➂ | Performance Monitor |
| ➃ | Event Viewer |

|  |  |
| --- | --- |
| **93.** | **A user notices that a PC is running slowly and exhibits a delayed response to keyboard commands. What is a probable cause of this symptom?**  *Ein Benutzer stellt fest das der PC langsam läuft. Dies zeigt sich in einer verzögerten Tastatureingabe.*  *Was für Gründe könnte das Problem haben ?* |
| ➀ | The video card does not support the resolution that is being used. |
| ➁ | A recently installed device driver is incompatible with the boot controller. |
| ➂ | One or more program files have been deleted. |
| ➃ | A process is using most of the CPU resources. |

|  |  |
| --- | --- |
| **94.** | **A technician needs to upgrade the file system on a Windows XP computer from FAT32 to NTFS without losing user data. Which course of action should be taken to upgrade the file system to NTFS?**  *Ein Techniker muss das Datensystem eines Windows XP Computers ohne Datenverlust von FAT32 auf NTFS aufrüsten. Was muss der Techniker machen?* |
| ➀ | Reinstall Windows XP and to format the drive choose NTFS when prompted. |
| ➁ | Run the CONVERT.EXE utility to convert the file system to NTFS. |
| ➂ | Use the Disk Management utility to convert the drive from Basic to Dynamic, which changes the file system to NTFS automatically. |
| ➃ | Reformat all of the existing partitions and use the NTFS file system. |

|  |  |
| --- | --- |
| **95.** | **What are two functions of an operating system? (Choose two.)**  *Was sind die zwei Funktionen eines operativen Systems ?* |
| ➀ | flow chart editing |
| ➁ | managing application​s |
| ➂ | controlling the BIOS |
| ➃ | program compilation |
| ➄ | web browsing​ |
| ➅ | text processing |
| ➆ | controlling hardware access​ |

|  |  |
| --- | --- |
| **96.** | **A college uses virtualization technology to deploy information security courses. Some of the lab exercises involve studying the characteristics of computer viruses and worms. What is an advantage of conducting the lab exercises inside the virtualized environment as opposed to using actual PCs?**  *Eine Hochschule benutzt einen Virtuellen PC. Manche Laborübungen beinhalten das Studieren von Virus- und Wurmcharakteristiken. Welchen ist Vorteil hat es diese Tests auf einer virtuellen Oberfläche durchzuführen?* |
| ➀ | Virus and worm attacks are more easily controlled in a virtualized environment, thus helping to protect the college network and its devices from attack.​ |
| ➁ | The lab exercises are performed faster inside of the virtualized environment. |
| ➂ | The viruses and worms will have limited functionality inside the virtualized environment. |
| ➃ | The virtualization environment has better tools to develop mitigation solutions. |

|  |  |
| --- | --- |
| **97.** | **What two terms can be used to describe the Windows Virtual PC? (Choose two.)**  *Was kann benutzt werden um einen virtuellen PC zu beschreiben?* |
| ➀ | system resource management |
| ➁ | operating system sharing |
| ➂ | hypervisor |
| ➃ | server consolidation |
| ➄ | Virtual Machine Manager |

|  |  |
| --- | --- |
| **98.** | **A technician has installed a new video driver on a Windows XP computer and now the monitor shows distorted images. The technician needs to install a different video driver that is available on a network server. What startup mode should the technician use to access the driver on the network?**  *Ein Techniker hat einen neuen Video Treiber auf einem Windows XP rechner installiert. Dieser zeigt nun verzerrte Bilder. Er muss nun einen anderen Video Treiber, der auf einem Netzwerserver zur Verfügung steht benutzen. Welchen Startup Modus mit Zugriff auf das Netzwerk muss er nutzen?* |
| ➀ | Safe Mode |
| ➁ | Safe mode with Command Prompt |
| ➂ | Debugging Mode |
| ➃ | Safe Mode with Networking |

|  |  |
| --- | --- |
| **99.** | **What are two advantages of the NTFS file system compared with FAT32? (Choose two.)**  *Welche zwei Vorteile haben NTFS Systeme gegenüber FAT32?* |
| ➀ | NTFS allows faster access to external peripherals such as a USB drive. |
| ➁ | NTFS provides more security features. |
| ➂ | NTFS allows the automatic detection of bad sectors. |
| ➃ | NTFS is easier to configure. |
| ➄ | NTFS allows faster formatting of drives. |
| ➅ | NTFS supports larger files. |

|  |  |
| --- | --- |
| **100.** | **A computer with the Windows 7 operating system fails to boot when the system is powered on. The technician suspects that the operating system has been attacked by a virus that rendered the system inoperable. What measure could be taken to restore system functionality?**  *Ein Computer mit einem Windows 7 System bootet nicht wenn der Rechner gestartet wird. Der Techniker vermutet das das System von einem Virus befallen wurde der das System unzugänglich gemacht hat. Welche Maßnahmen können getroffen werden um das System wiederherzustellen ?* |
| ➀ | Run chkdsk on the affected drive to restore system files to their post-installation state. |
| ➁ | Use a differential backup to restore the system. |
| ➂ | Use an incremental backup to restore the system. |
| ➃ | Use a system image that was created prior to the failure to restore the system. |

|  |  |
| --- | --- |
| **101.** | **What are two features of the active partition of a hard drive? (Choose two.)**  *Was sind 2 Funktionen der aktiven Partition der Festplatte?* |
| ➀ | The operating system uses the active partition to boot the system. |
| ➁ | Up to four primary partitions can be marked as active. |
| ➂ | The active partition may include the manufacturer recovery partition. |
| ➃ | The active partition must be a primary partition. |
| ➄ | An active partition must be assigned C: as the drive letter. |
| **102.** | **How much RAM can theoretically be addressed by a 64-bit operating system?**  *Wieviel RAM kann theoretisch von einem 64-bit System angesteuert werden?* |
| ➀ | 32 GB maximum |
| ➁ | 64 GB maximum |
| ➂ | 4 GB maximum |
| ➃ | 16 GB maximum |
| ➄ | 128 GB or more |

|  |  |
| --- | --- |
| **103.** | **After upgrading a computer to Windows 7, a user notices that the UAC (User Account Control) panel appears more frequently. How can the user reduce the frequency with which the UAC appears?**  *Nach einem Systemupgrade auf Windows 7 erscheint das UAC (User Account Control)Fenster häufiger als normal. Wie kann der Benutzer das Auftauchen des UAC Fensters reduzieren?* |
| ➀ | In the Performance Options dialog box of the Performance Information and Tools control panel, choose Adjust for Best Performance. |
| ➁ | Reinstall all user programs in Compatibility Mode. |
| ➂ | Replace the graphics card with one that meets the minimum hardware requirements for Windows 7. |
| ➃ | Lower the UAC setting in the Change User Account Control settings dialog box of the User Accounts control panel. |

|  |  |
| --- | --- |
| **104.** | **Which two Windows utilities can be used to help maintain hard disks on computers that have had long periods of normal use? (Choose two.)**  *Welche zwei Windows Programme können genutzt werden um Festplatten die lange in Betrieb waren zu warten?* |
| ➀ | Disk Partition |
| ➁ | Disk Defragmenter |
| ➂ | Disk Format |
| ➃ | Disk Cleanup |
| ➄ | Disk Maintenance |

|  |  |
| --- | --- |
| **105.** | **What is the term for the ability of a computer to run multiple applications at the same time?**  *Wie wird die Funktion eines Computers genannt, die mehrere Programme gleichzeitig verarbeiten kann?* |
| ➀ | multiprocessing |
| ➁ | multimedia |
| ➂ | multiuser |
| ➃ | multitasking |

|  |  |
| --- | --- |
| **106.** | **A technician notices that a program that is listed in the registry of a Windows computer is not found on that computer. What is a possible solution to the problem?**  *Ein Techniker stellt fest, dass in der Registry Einträge eine Programmes sind, das nicht mehr auf dem Computer installiert ist. Was ist eine mögliche Lösung für dieses Problem?* |
| ➀ | Run fdisk /mbr from the command prompt |
| ➁ | Restore the ntdetect.com file from the installation media. |
| ➂ | Restore the boot.ini file from the installation media. |
| ➃ | Reinstall the application. Then, run the uninstall program. |

|  |  |
| --- | --- |
| **107.** | **A Windows computer locks with a stop error during startup then automatically reboots. The rebooting is making it difficult to see any error messages. What can be done so that the error messages can be viewed?**  *Ein Computer zeigt bei dem Start eine Fehlermeldung und bootet dann sofort neu. Das neubooten des Systems macht es schwierig den Inhalt der Fehlermeldung zu erkennen. Was kann getan werden damit die Meldung angezeigt bleibt, ohne dass der Rechner neustartet?* |
| ➀ | Use the Last Known Good Configuration option to restart the operating system. |
| ➁ | View the error messages and recover the system using the System Image Recovery tool. |
| ➂ | Use the Event Log and other diagnostic utilities to research the stop error messages |
| ➃ | In Safe Mode use the Advanced Startup Options menu to disable the auto restart function. |

|  |  |
| --- | --- |
| **108.** | **A customer is considering a multipurpose device to create a home network. Which three devices are usually integrated into a multipurpose network device? (Choose three.)**  *Ein Kunde überlegt sich ein Mehrzweck-Gerät, mit einem Heimnetzwerk zu erstellen. Welche drei Geräte sind in der Regel in einen Netzwerk integriert? (Wählen Sie drei Antworten.)* |
| ➀ | web server |
| ➁ | print server |
| ➂ | switch |
| ➃ | router |
| ➄ | wireless access point |
| ➅ | email server |

|  |  |
| --- | --- |
| **109.** | **A company adds a few refurbished computers to a network. The company finds, however, that the refurbished computers perform significantly worse than the original networked computers do. The original computers performed much faster with applications that required the transfer of data over the network. What should the company technicians do?**  *Ein Unternehmen fügt ein paar gebrauchte Computer zu einem Netzwerk hinzu. Das Unternehmen stellt jedoch fest, dass die gebrauchten Computer deutlich schlechter sind als die originalen vernetzten Computer. Die originalen Computer führen viel schneller Anwendungen aus, da sie die Übertragung von Daten über das Netzwerk benötigen. Was sollten Techniker aus dem Unternehmen tun?* |
| ➀ | Check if the gateway address is correct. |
| ➁ | Check if subnet mask is correct. |
| ➂ | Check if the refurbished computers are using a VPN. |
| ➃ | Check if the network interface cards in the refurbished computers are limited to 10 Mb/s. |

|  |  |
| --- | --- |
| **110.** | **Which three factors are reasons for a company to choose a client/server model for a network instead of peer-to-peer? (Choose three.)**  *Welche drei Faktoren sind Gründe für ein Unternehmen, ein Client / Server-Modell für ein Netzwerk zu wählen anstelle von Peer-to-Peer? (Wählen Sie drei Antworten.)* |
| ➀ | All employees passed a strict background check as part of the corporate hiring practices. |
| ➁ | The users need a central database to store inventory and sales information. |
| ➂ | Each user understands how to safely share files across a network. |
| ➃ | The data gathered by the employees is critical and should be backed up on a regular basis. |
| ➄ | The company network requires secure access to confidential information. |
| ➅ | The network is small with fewer than eight users. |

|  |  |
| --- | --- |
| **111.** | **What is an example of network maintenance?**  *Was ist ein Beispiel für Netzwerkwartung?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   immediately turning off a network device if the network device is making an unusual sound |
| ➁ | not doing preventive maintenance regularly if the maintenance interrupts network activity |
| ➂ | educating users on IT policies and procedures |
| ➃ | using cable supports to identify the devices to which the cables are connected |

|  |  |
| --- | --- |
| **112.** | **Which statement describes the logical topology for a LAN?**  *Welche Aussage beschreibt die logische Topologie für LAN?* |
| ➀ | |  | | --- | | It lists the number of computers, routers, and switches on the LAN. | |  | |  | |  | |  | |
| ➁ | It defines how computers connect to a LAN. |
| ➂ | It defines how computers connect to a LAN. |
| ➃ | It describes how computers access the LAN medium. |

|  |  |
| --- | --- |
| **113.** | **When is a dial-up connection used to connect to an Internet provider?**  *Wann wird eine DFÜ-Verbindung verwendet, um einen Internet-Provider zu verbinden?* |
| ➀ | |  | | --- | | when a digital connection is provided using ISDN | |  | |  | |  | |
| ➁ | when a cellular telephone provides the service |
| ➂ | when a high-speed connection is provided over a cable TV network |
| ➃ | when a regular telephone line is used |

|  |  |
| --- | --- |
| **114.** | **A user installs a new gigabit NIC in a PC.  The user notices that the data transfer rate is much slower than expected.  What should the user do to fix the problem?**  *Ein Benutzer installiert eine neue Gigabit-Netzwerkkarte in einem PC. Der Benutzer bemerkt, dass die Datenübertragungsrate wesentlich langsamer ist als erwartet. Was sollte der Anwender tun, um das Problem zu beheben?* |
| ➀ | |  | | --- | | Disable sleep mode | |  | |  | |  | |
| ➁ | Disable hibernation mode. |
| ➂ | Change the value assigned to the NIC wake-on-LAN setting. |
| ➃ | Change the NIC duplex setting from half duplex to full duplex. |

|  |  |
| --- | --- |
| **115.** | **When would a printer be considered a network host?**  *Wann würde ein Drucker einen Netzwerk-Host haben?* |
| ➀ | when it is connected to a laptop |
| ➁ | |  | | --- | |  | |  | |  | |  |   when it is connected to a switch |
| ➂ | when it is connected to a PC |
| ➃ | when it is connected to a workstation |

|  |  |
| --- | --- |
| **116.** | **Which three layers of the OSI model map to the application layer of the TCP/IP model? (Choose three.)**  *Welche drei Schichten des OSI-Modells Karte der Anwendungsschicht des TCP / IP-Modell sind es? (Wählen Sie drei Antworten.)* |
| ➀ | |  | | --- | |  | |  |   transport |
| ➁ | |  | | --- | |  | |  | |  | |  |   application |
| ➂ | |  | | --- | |  |   data link |
| ➃ | |  | | --- | |  |   physical |
| ➄ | session |
| ➅ | network |
| ➆ | presentation |

|  |  |
| --- | --- |
| **117.** | **Which type of connection to the Internet is capable of the fastest transfer rates?**  *Welche Art der Verbindung mit dem Internet ist in der Lage die schnellste Übertragungsrate zu erzeugen?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   ISDN PRI |
| ➁ | cable |
| ➂ | ISDN BRI |
| ➃ | dial-up |

|  |  |
| --- | --- |
| **118.** | **What is a characteristic of the UDP protocol?**  *Was ist ein Merkmal des UDP-Protokolls?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   error correction |
| ➁ | end-to-end establishment before delivery |
| ➂ | low overhead |
| ➃ | guaranteed delivery |

|  |  |
| --- | --- |
| **119.** | **A technician is troubleshooting a problem where the user claims access to the Internet is not working, but there was access to the Internet the day before. Upon investigation, the technician determines that the user cannot access the network printer in the office either. The network printer is on the same network as the computer. The computer has 169.254.100.88 assigned as an IP address. What is the most likely problem?**  *Ein Techniker ist dabei ein Problem beheben, wo der Benutzer behauptet, dass der Zugang zum Internet nicht funktioniert, aber der Zugang war am Tag zuvor vorhanden. Nach einer Untersuchung erkennt der Techniker, dass der Benutzer auch keinen Zugriff auf den Netzwerkdrucker im Büro hat. Der Netzwerkdrucker ist im selben Netzwerk wie der Computer. Der Computer hat 169.254.100.88 als IP-Adresse zugewiesen bekommen. Was ist wahrscheinlich das Problem?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The router that connects this network to other networks is down. |
| ➁ | The computer cannot communicate with a DHCP server. |
| ➂ | The IP default gateway on the computer is incorrect. |
| ➃ | The network interface card driver needs to be updated. |

|  |  |
| --- | --- |
| **120.** | **Which technology would be recommended for a business that requires workers to access the Internet while visiting customers at many different locations?**  *Welche Technologie wäre für ein Unternehmen, dass die Arbeitnehmer den Zugang zum Internet während des Besuchs Kunden an vielen verschiedenen Orten erfordert empfohlen?* |
| ➀ | |  | | --- | | ADSL | |  | |  | |  | |  | |  | |  | |  | |
| ➁ | VPN |
| ➂ | ISDN |
| ➃ | cellular |
| **121.** | **Which two characteristics describe Ethernet technology? (Choose two.)**  *Welche zwei Eigenschaften beschreiben Ethernet-Technologie? (Wählen Sie zwei.)* | |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   It uses a ring topology. | |
| ➁ | It is supported by IEEE 802.5 standards. | |
| ➂ | It uses the CSMA/CD access control method. | |
| ➃ | It typically uses an average of 16 Mb/s for data transfer rates. | |
| ➄ | |  | | --- | |  | |  |   It is supported by IEEE 802.3 standards. | |

|  |  |
| --- | --- |
| **122.** | **What would be a disadvantage of configuring a wireless router or access point to operate only in accordance with the 802.11g protocol standard?**  *Was wäre ein Nachteil der Konfiguration eines Wireless-Router oder Access Point für den Betrieb nur in Übereinstimmung mit dem Standard 802.11g-Protokoll?* |
| ➀ | 802.11a wireless devices will not be able to connect to the wireless network. |
| ➁ | The 802.11g standard does not support advanced network security features. |
| ➂ | Using only 802.11g will cause multiple SSIDs to be broadcast. |
| ➃ | |  | | --- | | The 802.11g standard does not support static IP addressing. | |  | |  | |  | |

|  |  |
| --- | --- |
| **123.** | **The 802.11g standard does not support static IP addressing.**  **Which network device makes forwarding decisions based on the destination MAC address that is contained in the frame?**  *Der Standard -802.11g unterstützt nicht die statische IP-Adressierung. Welches Netzwerk leitet die Entscheidungen über die Ziel-MAC-Adresse weiter, die im Rahmen enthalten sind?* |
| ➀ | repeater |
| ➁ | switch |
| ➂ | hub |
| ➃ | |  | | --- | |  | |  | |  | |  |   router |

|  |  |
| --- | --- |
| **124.** | **Which technology is most often used to connect devices to a PAN?**  *Welche Technologie wird häufig verwendet, um Geräte mit PAN zu verbinden?* |
| ➀ | fiber optic cabling |
| ➁ | coaxial cabling |
| ➂ | Bluetooth |
| ➃ | IEEE 802.11n wireless |

|  |  |
| --- | --- |
| **125.** | **What is the maximum segment length that is specified by the 1000BASE-T standard?**  *Was ist die maximale Segmentlänge, die durch die 1000BASE-T-Standard angegeben ist?* |
| ➀ | 984 ft (300 m) |
| ➁ | |  | | --- | | 607 ft (185 m) | |  | |  | |  | |
| ➂ | 1640 ft (500 m) |
| ➃ | 3280 ft (1000 m) |
| ➄ | 328 ft (100 m) |

|  |  |
| --- | --- |
| **126.** | **What is identified by the 100 in the 100BASE-TX standard?**  *Was bezeichnet die 100 in der 100BASE-TX-Standard?* |
| ➀ | |  | | --- | | the maximum bandwidth in Mb/s | |  | |  | |  | |  | |
| ➁ | |  | | --- | |  | |  | |  | |  | |  |   the series number of the standard |
| ➂ | the maximum cable distance in meters |
| ➃ | |  | | --- | | the maximum number of network nodes | |  | |  | |

|  |  |
| --- | --- |
| **127.** | **A user can print to a printer that is on the same network, but the traffic of the user cannot reach the Internet. What is a possible cause of the problem?**  *Ein Benutzer kann einen Drucker, der auf demselben Netzwerk ist, die Datenmenge des Internets nicht erreichen. Was ist eine mögliche Ursache des Problems?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The PC default gateway address is missing or incorrect. |
| ➁ | The network cable connected to the user PC is faulty. |
| ➂ | The NIC on the PC is faulty. |
| ➃ | The PC has an incorrect IP address. |

|  |  |
| --- | --- |
| **128.** | **ABC Company requires preventive maintenance for all local network cabling once a year. Which task should be included in the preventive maintenance program?**  *Einmal im Jahr fordert ABC Company vorübergehende Wartung für alle lokalen Netzwerkverkabelungen. Welche Aufgabe sollte in der vorübergehenden Instandhaltung aufgenommen werden?* |
| ➀ | Replace all labeling on the cables. |
| ➁ | Replace all cable supports to prevent loose attachment points. |
| ➂ | |  | | --- | |  |   Disconnect and reconnect all patch cables. |
| ➃ | |  | | --- | |  | |  | |  | |  |   Inspect all patch cables for breaks. |

|  |  |
| --- | --- |
| **129.** | **What benefit is provided by a computer data network?**  *Welchen Nutzen wird durch einen Computer-Datennetz zur Verfügung gestellt?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   simplified troubleshooting |
| ➁ | resource sharing |
| ➂ | |  | | --- | |  |   increased security |
| ➃ | |  | | --- | | decentralized administration | |  | |  | |  | |

|  |  |
| --- | --- |
| **130.** | **A device has an IPv6 address listed as 2001:0DB8:75a3:0214:0607:1234:aa10:ba01. What is the interface ID of the device?**  *Ein Gerät besitzt eine IPv6-Adresse als 2001:0 DB8 aufgelistet: 75a3: 0214:0607:1234: aa10: BA01. Was ist die Schnittstellen-ID des Geräts?* |
| ➀ | |  | | --- | | 2001:0DB8:75a3 | |  | |  | |  | |  | |
| ➁ | ba01 |
| ➂ | |  | | --- | |  |   0607:1234:aa10:ba01 |
| ➃ | |  | | --- | | 2001:0DB8 | |  | |  | |  | |

|  |  |
| --- | --- |
| **131.** | **Which two statements are true of a laptop CPU when compared to a desktop CPU? (Choose two.)**  *Welche zwei Aussagen treffen auf einen Laptop Prozessor zu, verglichen zu einem Desktop Prozessor?* |
| ➀ | The laptops operate at higher clock speeds. |
| ➁ | The laptops use smaller cooling devices. |
| ➂ | The laptops consume more power. |
| ➃ | The laptop CPUs are interchangeable with desktop CPUs. |
| ➄ | The laptops are designed to produce less heat. |

|  |  |
| --- | --- |
| **132.** | **In the power management settings, which two devices can be set to turn off to conserve battery power? (Choose two.)**  *Welche zwei Geräte lassen sich in den Energie-Verwaltungs-Einstellungen ausschalten, um Akkuleistung zu sparen?* |
| ➀ | CPU |
| ➁ | Hard disk drive |
| ➂ | display |
| ➃ | cooling |
| ➄ | memory |

|  |  |
| --- | --- |
| **133.** | **What is the first step in the process of troubleshooting a laptop?**  *Was ist der erste Schritt bei der Reparatur eines Laptops?* |
| ➀ | Identify the problem. |
| ➁ | Establish probable causes. |
| ➂ | Determine the exact cause. |
| ➃ | Verify full functionality |

|  |  |
| --- | --- |
| **134.** | **What is the final task for a technician after troubleshooting a laptop?**  *Was ist die letzte Aufgabe für einen Techniker bei der Reparatur eines Laptops?* |
| ➀ | Document the problem and the solution. |
| ➁ | Implement preventive measures. |
| ➂ | Verify full functionality. |
| ➃ | Correct the problem. |

|  |  |
| --- | --- |
| **135.** | **What can a user do to reconnect a laptop to a functioning wireless network after laptop has been moved and the connection has been lost?**  *Was kein ein Nutzer machen, um sich mit einem Laptop zu einem funktionierendem Drahtlosen Netzwerk zu verbinden nachdem die Verbindung getrennt wurde?* |
| ➀ | Change the orientation of the laptop. |
| ➁ | Recharge the battery. |
| ➂ | Reboot the operating system. |
| ➃ | Plug in the power cord to the wall outlet. |

|  |  |
| --- | --- |
| **136.** | **Why are SODIMMs well suited for laptops?**  *Wieso sind SODIMM-Module für Laptop geeignet?* |
| ➀ | They have a small form factor. |
| ➁ | They connect to external ports. |
| ➂ | They do not produce heat. |
| ➃ | They are interchangeable with desktops. |

|  |  |
| --- | --- |
| **137.** | **An administrator tries to configure Power Options within Windows, but is unable to do so. What is the possible cause?**  *Ein Administrator versucht die Energie-Einstellungen in Windows zu ändern, kann es aber nicht. Was wäre ein mögliche Ursache?* |
| ➀ | ACPI has not been enabled in the BIOS. |
| ➁ | Wake-On-Lan has been enabled. |
| ➂ | Thermal management has not been enabled. |
| ➃ | The administrator does not have user privileges to change to settings. |
| ➄ | 256 |

|  |  |
| --- | --- |
| **138.** | **A technician is tryiung to remove a SODIMM module from a laptop. What is the correct way to do this?**  *Ein Techniker versucht ein SODIMM-Modul aus einem Laptop zu entfernen. Was ist die korrekte Vorgehensweise dafür?* |
| ➀ | Press outward on the clips that hold the sides of the SODIMM. |
| ➁ | Pull outward by holding the center of the SODIMM module. |
| ➂ | Apply downward force on the SODIMM module. |
| ➃ | Desolder the SODIMM module |
| ➄ | 802.13a |
| ➅ | 802.13b |

|  |  |
| --- | --- |
| **139.** | **What should a technician do prior to replacing a keyboard on a laptop?**  *Was sollte ein Techniker tun, um die Tastatur in einem Laptop auszuwechseln?* |
| ➀ | Remove all sources of power from the laptop. |
| ➁ | Remove the outer casing of the laptop. |
| ➂ | Remove the LCD screen. |
| ➃ | Remove the power inverter. |
| **140.** | **Which two internal expansion slots in laptops are commonly used to install wireless adapter cards?**  *Welche zwei internen Erweiterungsanschlüsse werden normalerweise genutzt um Drahtlosnetzwerk-Karten zu verbauen?* |
| ➀ | Mini-PCIe |
| ➁ | PCI Express Micro |
| ➂ | PCI |
| ➃ | PCIe |
| ➄ | ISA |

|  |  |
| --- | --- |
| **141.** | **What is the next step in the troubleshooting process after a solution has been implemented on a laptop?**  *Was ist der nächste Schritt bei einer Reparatur, nachdem die Problemlösung am Laptop angewandt wurde?* |
| ➀ | Verify the solution. |
| ➁ | Document the solution. |
| ➂ | Ask the customer to explain the problem. |
| ➃ | Return the device to the customer. |

|  |  |
| --- | --- |
| **142.** | **A technician notices that a laptop display appears stretched and pixelated. What is a probable cause of this?**  *Ein Techniker bemerkt, dass ein Laptop Bildschirm gestreckt und verpixelt erscheint. Was wäre eine mögliche Ursache dafür?* |
| ➀ | The display properties are incorrectly set. |
| ➁ | The power management features are incorrectly set. |
| ➂ | The power inverter is failing. |
| ➃ | The screen has been burned in. |
| ➄ | One of the RAM modules is failing. |

|  |  |
| --- | --- |
| **143.** | **Which statement is true about laptops?**  *Welche Aussage trifft auf Laptops zu?* |
| ➀ | Most of the internal components that are designed for laptops cannot be used for desktops. |
| ➁ | Laptop motherboards have standard form factors. |
| ➂ | Laptops use fewer components than desktops use. |
| ➃ | Laptop CPUs do not use cooling devices. |

|  |  |
| --- | --- |
| **144.** | **What is a definition for CPU throttling?**  *Wie definiert sich der Begriff Prozessor Beschleunigung?* |
| ➀ | the ability to modify CPU clock speed as needed |
| ➁ | overclocking |
| ➂ | the sharing of processing between two or more cores |
| ➃ | upgrading the CPU without changing the motherboard |

|  |  |
| --- | --- |
| **145.** | **What is the purpose of the eject button on a laptop docking station?**  *Wozu nützt der Ausgabe-Knopf auf der Laptop-Docking Station?* |
| ➀ | USB hub |
| ➁ | fax |
| ➂ | plotter |
| ➃ | printer |
| ➄ | scanner |
| ➅ | wireless access point |

|  |  |
| --- | --- |
| **146.** | **Which key sequence may be used to control whether the content of the screen will be presented on a built-in display or on an external display?**  *Welche Tastenkombination wird benutzt um den Bildschirminhalt an einen externen Bildschirm zu übertragen?* |
| ➀ | Fn + <display> |
| ➁ | Alt + <display> |
| ➂ | Ctrl + <display> |
| ➃ | Shift + <display> |

|  |  |
| --- | --- |
| **147.** | **What would be the most effective preventive maintenance routine for company laptops that are subject to hight use?**  *Was wäre die effektivste präventiv Maßnahme für Firmen-Laptops die oft genutzt werden?* |
| ➀ | A proactive routine that is performed monthly and as needed |
| ➁ | A proactive routine that is performed every six months |
| ➂ | A reactive routine that is performed only as needed |
| ➃ | A reactive routine that performed monthly |

|  |  |
| --- | --- |
| **148.** | **To clean laptops, which two products are recommended? (Choose two.)**  *Welche zwei Produkte werden empfohlen, um Laptops zu säubern* |
| ➀ | Cotton swabs |
| ➁ | Mild cleaning solution |
| ➂ | Ammonia |
| ➃ | Rubbing Alcohol |
| ➄ | Car wax |

|  |  |
| --- | --- |
| **149.** | **A technician has been asked to decide which laptop components should be cleaned on a monthly basis a spart of a maintenance routine. What are two examples of components that should be included? (Choose two.)**  *Ein Techniker wurde darum gebeten zu entscheiden, welche Laptop Komponenten monatlich gesäubert werden sollten. Welche zwei wären beispielhaft?* |
| ➀ | Exterior case |
| ➁ | Keyboard |
| ➂ | CPU |
| ➃ | Hard disk platters and heads |
| ➄ | RAM |

|  |  |
| --- | --- |
| **150.** | **A technician has installed a wireless Ethernet card in a Windows 7 laptop. Where would the technician configure a new wireless connection?**  *Ein Techniker hat eine Wireless-Ethernet Karte in einem Windows 7 Laptop verbaut. Wo würde der Techniker die Netzwerkverbindung konfigurieren?* |
| ➀ | Control Panel > Networking and Sharing Center > Set up a new connection or network |
| ➁ | Control Panel > Administrative Tools > Services |
| ➂ | Control Panel > Internet Options |
| ➃ | Control Panel > System > Device Manager |

|  |  |
| --- | --- |
| **151.** | **Which component or components would be interchangeable between a laptop and a desktop PC?**  *Welche/r Komponent/en lassen sich zwischen Desktop-PC und Laptop tauschen?* |
| ➀ | peripheral devices |
| ➁ | CPU |
| ➂ | motherboard |
| ➃ | power supply |
| **152.** | **A user need to connect a Bluetooth device to a laptop. Which type of cable is needed to accomplish this?**  *Ein Nutzer konfiguriert eine Blutooth zu einem Laptop. Welches Kabel wird hier gebraucht?* |
| ➀ | None. Bluetooth connections are wireless. |
| ➁ | VGA cable |
| ➂ | USB cable |
| ➃ | EIA/TIA 232 cable​ |
| ➄ | parallel cable |

|  |  |
| --- | --- |
| **153.** | **In the context of mobile devices, what does the term tethering involve?**  *In Hinsicht auf Mobilegeräte , was beinhaltet Tethering?* |
| ➀ | Connecting a mobile device to a hands free headset |
| ➁ | Connecting a mobile device to another mobile device or computer to share a network connection |
| ➂ | Connecting a mobile device to a USB port on a computer in order to change the mobile device |
| ➃ | Connecting a mobile device to a 4G cellular network |

|  |  |
| --- | --- |
| **154.** | **Which term describes the ability of a mobile device to recognize when two or more points of contact are made on the screen?**  *Welcher Begriff erklärt die Fähigkeit, dass ein Mobilegerät erkennen kann ob man den Bildschirm an zwei oder mehreren Punkten berührt?* |
| ➀ | Multitouch |
| ➁ | Long touch |
| ➂ | Many touch |
| ➃ | Large touch |

|  |  |
| --- | --- |
| **155.** | **What is a good source for safely downloading Android apps?**  *Was ist eine gute Quelle bei der man Android Apps sicher runterladen kann?* |
| ➀ | Google Play |
| ➁ | iTunes |
| ➂ | The Apple App Store |
| ➃ | Freeware sites |

|  |  |
| --- | --- |
| **156.** | **What are two potential user benefits of rooting or jailbreaking a mobile device (Choose two)**  *Was sind zwei potenzielle Vorteile von Rooting oder Jailbreaking auf einem mobilen Gerät? (wähle 2)* |
| ➀ | The operating system can be fine tuned to improve the speed of the device |
| ➁ | The operation of the carner cellular network may be affected |
| ➂ | The user interface can be extensively customized |
| ➃ | A custom OS may reduce sandboxing features |
| ➄ | The root directory of the device is blocked |

|  |  |
| --- | --- |
| **157.** | **Which component is field-replaceable in most mobile devices?**  *Welche Komponente ist in den meisten Mobilgeräten Orts austauschbar?* |
| ➀ | CPU |
| ➁ | RAM |
| ➂ | Memory card |
| ➃ | touchscreen |

|  |  |
| --- | --- |
| **158.** | **What are two touchscreen characteristics that are used by most mobile devices? (Choose two.)**  *Welche 2 Eigenschaften des Touchscreens werden in den meisten Mobilegeräten genutzt? (wähle 2.)* |
| ➀ | Two transparent layers of material capable of conducting electricity |
| ➁ | Three layers responsible for conducting electricity which a small air gap between them |
| ➂ | An electrical field of the screen that is interrupted when the user touches the screen |
| ➃ | Two colored layers of material capable of conducting electricity |
| ➄ | A glass screen that is coated with a capacitor |

|  |  |
| --- | --- |
| **159.** | **Which two conditions must be met for mobile device security measures such as remote lock and remote wipe to function? (Choose two.)**  *Welche zwei Bedingungen müssen erfüllt sein damit Sicherheitsmaßnahmen wie zum Beispiel Remote-Lock und Remote-Wipe auf einen Mobilgerät funktionieren? (wähle 2.)* |
| ➀ | The device must be powered on |
| ➁ | The passcode must be disabled |
| ➂ | Sandboxing must be enabled |
| ➃ | The device must be connected to a network |
| ➄ | The GPS locator must be enabled |

|  |  |
| --- | --- |
| **160.** | **A user accidentally drops a mobile device into a pool. What corrective action should be taken?**  *Ein Benutzer hat versehentlich sein Mobilgerät in den Pool fallen lassen.*  *Welche Korrekturmaßnahme sollte er vornehmen?* |
| ➀ | Open the device and replaced damaged components |
| ➁ | Use a hair dryer to dry the phone |
| ➂ | Contact the manufacturer for repair or replacement |
| ➃ | If the mobile device does not turn on throw it forward and buy a new one |

|  |  |
| --- | --- |
| **161.** | **Which statement is true about wireless connectivity on an Android mobile device?**  *Welche Aussage über Wireless-Verbindungen auf einem Android-Gerät ist wahr?* |
| ➀ | First generation cellular standards are mostly digital standards |
| ➁ | Cell phones that use a single standard can often only be used in specific geographic areas |
| ➂ | Cellular standards have made it more difficult and expensive to make calls people that are on a different network |
| ➃ | Third generation cellular standards require a maximum of 1 GB/s for devices moving slowly, such as when a user has a mobile device and is walking |

|  |  |
| --- | --- |
| **162.** | **After being left in a car for many hours on a hot day, an iPhone cannot be turned on. What should the user do to fix this problem?**  *Nachdem ein iPhone an einem heißen Tag für mehrere Stunden im Auto gelassen wurde, lässt es sich nicht mehr anschalten. Was sollte der Benutzer zur Behebung des Problems tun?* |
| ➀ | Place the phone in a refrigerated space and allow the unit to cool down |
| ➁ | Return the phone to the manufacturer for repair |
| ➂ | Buy a new power button and replace it |
| ➃ | Disassemble the phone and look for heat related damage |

|  |  |
| --- | --- |
| **163.** | **After an upgrade to a mobile device, some applications are no longer working, but some work fine. The user can make calls and send and receive email. Which two kinds of problems could be related to these issues? (Choose two.)**  *Nachdem bei einem Mobilgerät ein Upgrade durchgeführt wurde funktionieren manche Apps nicht aber manche arbeiten einwandfrei. Der Benutzer kann Anrufe durchführen und E-mails senden und empfangen. Welche zwei Arten von Problemen könnten im Zusammenhang mit den beiden Aussagen stehen?* |
| ➀ | A memory problem |
| ➁ | A touchscreen problem |
| ➂ | A software problem |
| ➃ | A circuit board problem |
| ➄ | A cell service problem |

|  |  |  |
| --- | --- | --- |
| **164.** | **Drag and Drop**  *Ziehen und legen!* | |
| ➀ | CDMA | Second – Generation (2G) |
| ➁ | EV – DO |
| ➂ | LTE | Third – Generation (3G) |
| ➃ | GSM |
| ➄ | Mobile Wi-Max | Fourth – Generation (4G) |
| ➅ | CDMA2000 |

|  |  |
| --- | --- |
| **165.** | **Which mobile device security feature requires the user to slide a finger over the screen in a specific sequence to unlock the device?**  *Bei welchem Sicherheits-Feature muss der Anwender mit einem Finger über den Bildschirm streichen, damit das Gerät entsperrt wird?* |
| ➀ | Pattern |
| ➁ | Simple passcode |
| ➂ | Slide |
| ➃ | Remote wipe |

|  |  |
| --- | --- |
| **166.** | **Which two items common to both Android and iOS devices can be remotely backed up? (Choose two.)**  *Welche zwei Daten können bei Android und iOS Geräten extern gesichert werden? (wähle 2.)* |
| ➀ | Contacts |
| ➁ | Photos |
| ➂ | Settings |
| ➃ | Calendar |
| ➄ | messages |

|  |  |
| --- | --- |
| **167.** | **What is an advantage of using flash memory to store data in mobile devices?**  *Was ist der Vorteil wenn man ein Flash-Speicher zum Speichern von Daten in Mobilgeräten benutzt?* |
| ➀ | Flash memory is highly resistant to water and cold |
| ➁ | Flash memory has a drive head that meves, reducing the seek time to locate data |
| ➂ | Flash memory requires very little power to store and retrieve data |
| ➃ | Flash memory is not affected by ESD |

|  |  |
| --- | --- |
| **168.** | **What are two purposes of the passcode lock feature on mobile devices? (Choose two.)**  *Was sind 2 Funktionen einer Passwortsperre von einem Mobilgerät? (wähle 2.)* |
| ➀ | To help prevent theft or private information |
| ➁ | To remotely lock the device if it is stolen |
| ➂ | To return devices to the default factory state |
| ➃ | To place the device into a power saving state |
| ➄ | To restore and re - synchronize the device |
| ➅ | To erase all personal data from the device |

|  |  |
| --- | --- |
| **169.** | **Which scenario or situation would prevent a user from upgrading the OS on an Android device?**  *Welches Szenario oder welche Situation würde verhindern, dass ein Benutzer ein Upgrade des OS auf einem Android-Gerät durchführen kann?* |
| ➀ | The correct patches were not installed |
| ➁ | The software copyright was not obtained before the installation |
| ➂ | Permission was not obtained from the manufacturer |
| ➃ | The hardware does not meet specifications |

|  |  |
| --- | --- |
| **170.** | **A technician is configuring email on a mobile device. The user wants to be able to keep the original email on the server, organize it into folders, and synchronize the folders between the mobile device and the server. Which email protocol should the technician use?**  *Ein Techniker konfiguriert E-Mails auf einem mobilen Telefon. Der Benutzer wünscht die original E-Mail auf dem Server zu lassen, organisiert sie in einem Ordner, und synchronisiert den Ordner zwischen dem mobilen Telefon und dem Server. Welches E-Mail Protokoll muss der Techniker benutzen?* |
| ➀ | SMTP |
| ➁ | POP3 |
| ➂ | MME |
| ➃ | IMAP |

|  |  |
| --- | --- |
| **171.** | **Which statement is true about wireless connectivity on an Android mobile device?**  *Welche Aussage über Wireless-Verbindungen auf einem Android-Gerät ist wahr?* |
| ➀ | When the device roams out of the range of any Wi - Fi networks, it can connect to the cellular data network if this feature is enabled |
| ➁ | If the network SSID is not being broadcast the device will not be able to connect to the network |
| ➂ | The Android OS does not support wireless connectivity that uses WPA2 security |
| ➃ | If a Wi - Fi networks is secured with a password the network must be manually configures on the device |

|  |  |
| --- | --- |
| **172.** | **What two functions can be performed with the home button on an iOS mobile device? (Choose two.)**  *Welche 2 Funktionen können mit der Home-Taste auf einen IOS Mobilegerät ausgeführt werden? (wähle 2.)* |
| ➀ | Reset the device to the factory default |
| ➁ | Lock the device |
| ➂ | Start voice control |
| ➃ | The same functions as the Android navigation button |
| ➄ | Start the Touch FLO interface |

|  |  |
| --- | --- |
| **173.** | **Which statement about synchronizing a mobile device to a PC is true?**  *Welche Aussage über Synchronisation von einem Mobilegerät und einem PC ist wahr?* |
| ➀ | iOS synchronization can only be performed over a USB connection |
| ➁ | To synchronize data on an iOS device, iTunes must be installed on the PC |
| ➂ | Data on Android devices cannot be synchronized with a PC |
| ➃ | Motocast USB can be used to synchronize data when using an iOS device |

|  |  |
| --- | --- |
| **174.** | **Which mobile device troubleshooting procedure is correct?**  *Welches Verfahren ist bei der Fehlersuche eines Mobilgerätes vorschriftsmäßig?* |
| ➀ | Mobile devices change so rapidly in design and functionality, it is always better to replace the device rather than repair it |
| ➁ | When a problem appears with a mobile device the owner should analyze if it is cost effective to fix it |
| ➂ | Every time a mobile devices freezes, the owner can reinitialize it by pressing the reset button |
| ➃ | Mobile device problems always resulting in sending the device to the manufacturer for troubleshooting |

|  |  |
| --- | --- |
| **175.** | **Which factor affects the speed of an inkjet printer?**  *Welcher Faktor beeinflusst die Geschwindigkeit eines Tintenstrahldruckers?* |
| ➀ | the desired quality of the image |
| ➁ | the size of printer power supply |
| ➂ | the quality of the paper |
| ➃ | the cost of the inkjet cartridges |

|  |  |
| --- | --- |
| **176.** | **What are two cables that are used to connect a computer to a printer? (Choose two**.)  *Was sind zwei Kabel, die verwendet werden, um einen Computer mit einem Drucker zu verbinden?* |
| ➀ | |  | | --- | | eSATA | |
| ➁ | HDMI |
| ➂ | PS/2 |
| ➃ | FireWire |
| ➄ | serial |

|  |  |
| --- | --- |
| **177.** | **What is a characteristic of thermal inkjet nozzles?**  *Was ist charakteristisch für Thermo-Inkjet-Düsen?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The heat creates a bubble of steam in the chamber. |
| ➁ | Heat is applied to the ink reservoir of each nozzle. |
| ➂ | The vibration of the crystal controls the flow of ink. |
| ➃ | A charge is applied to the printhead. |

|  |  |
| --- | --- |
| **178.** | **In laser printing, what is the name of the process of applying toner to the latent image on the drum?**  *In Laserdruck, was ist der Name des Verfahrens der Aufbringung von Toner auf das latente Bild auf der Trommel?* |
| ➀ | |  | | --- | | developing | |  | |  | |  | |
| ➁ | charging |
| ➂ | charging |
| ➃ | fusing |

|  |  |
| --- | --- |
| **179.** | **What is the purpose of the Additional Drivers button in the Sharing tab of the Printer Properties?**  *Was ist der Zweck der Zusätzliche Treiber Schaltfläche in der Registerkarte Freigabe der Printer Properties?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  | |  |   to add additional drivers for other operating systems |
| ➁ | to add additional drivers for other printers in the network |
| ➂ | to add additional drivers for other printers in the network |
| ➃ | to add additional drivers for other printers |

|  |  |
| --- | --- |
| **180.** | **A small LAN uses a shared printer that is connected to a computer. None of the users can print but all of the users can access the shared resources on the computer to which the printer is locally connected. What is a possible cause of this?**  *Ein kleines LAN verwendet einen freigegebenen Drucker, die an einen Computer angeschlossen ist. Keiner der Benutzer kann Drucken , aber alle Benutzer sind auf der freigegebenen Ressourcen auf dem Computer mit dem der Drucker lokal angeschlossen ist zugreifen. Was ist eine mögliche Ursache dafür?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The cable that connects the printer to the PC is faulty. |
| ➁ | The printer needs a new ribbon. |
| ➂ | The printer spool is full. |
| ➃ | The printer has the wrong paper loaded. |

|  |  |
| --- | --- |
| **181.** | **How would a user install a new USB printer on a PC that is running Windows 7 Professional?**  *Wie würde ein Benutzer eine neue USB-Drucker an einem PC installieren, auf dem Windows 7 Professional ist?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   Connect the printer and power it on. Windows will detect the printer and install the needed drivers. |
| ➁ | Copy the printer driver to the System32 folder. |
| ➂ | Click Start > All programs > Control Panel > Printers and Faxes > right-click on the desired printer and choose Add. |
| ➃ | Configure the BIOS to accept the specific model of printer in the USB port. |

|  |  |
| --- | --- |
| **182.** | **A Windows 7 computer has several printers configured in the Control Panel Devices and Printers window. Which printer will the computer choose to be the first option for printing?**  *Ein Windows 7 Computer hat mehrere Drucker in der Systemsteuerung Fenster Geräte und Drucker konfiguriert. Welche Drucker wird der Computer wählen, um die erste Option für den Druck sein?* |
| ➀ | the printer that is set as the default printer |
| ➁ | |  | | --- | |  | |  | |  | |  |   the software-based printer that is used to create PDF files |
| ➂ | the software-based printer that is used to create XPS files |
| ➃ | a manual selection, which is always needed |

|  |  |
| --- | --- |
| **183.** | **What are two methods to share a printer wirelessly? (Choose two**.)  *Was gibt es für zwei Methoden, um einen Drucker drahtlos zu teilen?* |
| ➀ | |  | | --- | |  | |  |   IEEE 802.11 standards |
| ➁ | |  | | --- | |  | |  | |  | |  |   infrared |
| ➂ | |  | | --- | |  |   WiMax |
| ➃ | |  | | --- | |  |   satellite |
| ➄ | microwave |

|  |  |
| --- | --- |
| **184.** | **A user discovers that an inkjet color printer is printing different colors from those that are shown on the screen. What can be done to solve this problem?**  *Ein Benutzer entdeckt, dass ein Tintenstrahl-Farbdrucker druckt verschiedene Farben von denen, die auf dem Bildschirm angezeigt werden. Was kann getan werden, um dieses Problem zu lösen?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   Calibrate the printer. |
| ➁ | Adjust the printer spool. |
| ➂ | Replace the fuser. |
| ➃ | Replace the drum. |

|  |  |
| --- | --- |
| **185.** | **The users on a LAN are reporting that computers respond slowly whenever high resolution photographs are being printed on the color laser printer. What would be the cause of this problem?**  *Die Benutzer auf einem LAN berichten, dass der Computer langsam reagiert, wenn Fotos in hoher Auflösung auf dem Farb-Laserdrucker gedruckt werden. Was wäre die Ursache für dieses Problem sein?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The printer does not have enough memory to buffer an entire photograph. |
| ➁ | The printer is not configured for duplex printing. |
| ➂ | The paper is not adequate for photograph printing. |
| ➃ | The printer is not configured for the proper paper orientation. |

|  |  |
| --- | --- |
| **186.** | **What is a characteristic of global and per-document options in print settings?**  *Was ist ein Merkmal der globalen und pro-Dokument-Optionen in den Druckeinstellungen?* |
| ➀ | |  | | --- | | Per-document options override global options. | |  | |  | |  | |
| ➁ | Global options take precedence over per-document options. |
| ➂ | It is not possible to configure per-document options. |
| ➃ | It is not possible to configure global options. |
| **187.** | **What is true about the PostScript language?**  *Was ist wahr, über die PostScript-Sprache?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  | |  | |  | |  |   Was ist wahr, über die PostScript-Sprache? |
| ➁ | It prints faster than other languages do. |
| ➂ | It requires less printer memory than other languages require. |
| ➃ | It allows the page to be rendered in the local workstation. |

|  |  |
| --- | --- |
| **188.** | **What are two closed-ended questions that a technician could ask a user while trying to identify the problem with a printer? (Choose two.)**  *Was sind zwei geschlossene Fragen, dass ein Techniker einen Benutzer fragen könnte bei dem Versuch, das Problem mit einem Drucker zu identifizieren?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Is the printer powered on? |
| ➁ | Can you print a test page on the printer? |
| ➂ | What were you doing when the problem occurred? |
| ➃ | What error messages were displayed when the problem occurred? |
| ➄ | |  | | --- | |  | | What recent software or hardware changes have been made to your computer? | |

|  |  |
| --- | --- |
| **189.** | **After applying a solution to a printer problem, a technician restarts the printer and prints a test page. Which step of the troubleshooting process is the technician applying?**  *Nach der Anwendung eine Lösung für ein Problem, startet ein Techniker den Drucker neu und druckt eine Testseite. Welche Stufe der Fehlersuche ist der Techniker die Anwendung?* |
| ➀ | verifying the solution and system functionality |
| ➁ | identifying the problem |
| ➂ | testing a theory to determine the cause of the problem |
| ➃ | |  | | --- | | documenting findings, actions, and outcomes | |  | |  | |  | |

|  |  |
| --- | --- |
| **190.** | **A user notices that a job submitted to a printer is displayed in the print queue, but the printer is not printing the document. What is a probable cause of this problem?**  *Ein Benutzer bemerkt, dass ein Auftrag an einen Drucker übermittelt in der Warteschlange wird angezeigt wird, aber der Drucker druckt nicht das Dokument. Was ist eine wahrscheinliche Ursache für dieses Problem?* |
| ➀ | a bad cable connection |
| ➁ | an incorrect printer driver |
| ➂ | the wrong paper type |
| ➃ | |  | | --- | |  | |  | |  | |  |   the wrong paper type |

|  |  |
| --- | --- |
| **191.** | **A technician recorded that a new fuser roller unit was installed in a laser printer to solve a printing problem. Which step in the troubleshooting process did the technician just perform?**  *Ein Techniker erfasst, dass eine neue Fixierwalze Einheit in einem Laser-Drucker installiert wurde, um einen Druck zu lösen. Welchen Schritt in die Fehlersuche hat der Techniker nun zu führen?* |
| ➀ | documenting findings, actions, and outcomes |
| ➁ | verifying the solution and system functionality |
| ➂ | identifying the problem |
| ➃ | testing a theory to determine the cause of the problem |

|  |  |
| --- | --- |
| **192.** | **An employee reports that each time a workstation is started it locks up after about 5 minutes of use.  What is the most likely cause of the problem?**  *Ein Angestellter(Angestellte) berichtet, dass jedes Mal wen er den Arbeitsrechner startet , stürzt der PC nach ungefähr 5 Minuten ab. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The CPU experiences overheating. |
| ➁ | |  | | --- | |  | | The power supply fails to provide adequate voltage and current. | |  | |  | |
| ➂ | The RAM is malfunctioning. |
| ➃ | The hard disk is failing. |

|  |  |
| --- | --- |
| **193.** | **Where would network printer sharing be configured in a Windows 7 environment?**  Wo würden Netzwerkdrucker Sharing in einer Windows 7-Umgebung konfiguriert werden? |
| ➀ | |  | | --- | |  | |  | |  | |  |   Network and Sharing Center |
| ➁ | Devices and printers |
| ➂ | Printers and Other Hardware |
| ➃ | Ease of Access Center |

|  |  |
| --- | --- |
| **194.** | **What are two functions of a print server? (Choose two.)**  *Was sind zwei Funktionen von einem Druckserver? (Wählen Sie zwei.)* |
| ➀ | provide print resources to all connected client computers |
| ➁ | store print jobs in a queue until the printer is ready |
| ➂ | |  | | --- | |  |   ensure that the connected client computers have up-to-date printer drivers |
| ➃ | |  | | --- | |  | |  | |  | |  |   store backups of documents sent to the printer |

|  |  |
| --- | --- |
| **195.** | **Which action supports an effective printer preventive maintenance program?**  **Welche Aktion unterstützt eine effektive vorbeugende Wartung Drucker-Programm?** |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Reset the printer page counters if available. |
| ➁ | Replace laser printer toner at set predetermined time intervals. |
| ➂ | |  | | --- | | Clean inkjet print heads when they stop working. | |
| ➃ | |  | | --- | |  | |  | |  | |  |   Disconnect the printer from the power source when it is not in use. |

|  |  |
| --- | --- |
| **196.** | **Which two replacement parts are typically found in a laser printer maintenance kit? (Choose two.)**  *Welche zwei Ersatzteile sind in der Regel in einem Laserdrucker Wartungs-Kit gefunden? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   fuser assembly |
| ➁ | |  | | --- | |  | |  | |  | |  | |  |   transfer rollers |
| ➂ | toner cartridge |
| ➃ | |  | | --- | |  | |  | |  |   pack of paper |
| ➄ | replacement print head |

|  |  |
| --- | --- |
| **197.** | **How can the life of a thermal printer be extended?**  *Wie kann das Leben eines Thermodrucker verlängert werden?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Clean the heating element regularly with isopropyl alcohol. |
| ➁ | |  | | --- | |  | |  | |  | |  | |  |   Clean the inside of the printer with a vacuum cleaner with a HEPA filter. |
| ➂ | Keep the paper dry in a low humidity environment. |
| ➃ | |  | | --- | |  | |  | |  |   Wipe the outside of the printer with a damp cloth. |

|  |  |
| --- | --- |
| **198.** | **What is the name given to the programming-code patterns of viruses?**  *Wie ist der gegebene Namen für das verwendete Muster von Viren?-* |
| ➀ | mirrors |
| ➁ | virus definition tables |
| ➂ | signatures |
| ➃ | grayware |

|  |  |
| --- | --- |
| **199.** | **All users working with a particular Windows 7 computer are able to install unauthorized software. In addition to educating the users about correct security behavior, which action should also be performed to solve this issue?**  *Alle User eines Windows / Computer haben die Möglichkeit unautorisierte Software zu installieren ,was sollte vorgenommen werden um das Problem zu beheben?* |
| ➀ | Set the user folder permissions to Deny. |
| ➁ | Enable UAC on the computer. |
| ➂ | Change the user file permissions to Read Only. |
| ➃ | Disk Management |
| ➄ | Scan System |
| ➅ | System File Checker |

|  |  |
| --- | --- |
| **200.** | **Which physical security technology can hold user authentication information, include software license protection, provide encryption, and provide hardware and software authentication that is specific to the host system?**  *Welche physische Sicherheitstechnologie kann Daten über eine Authentifizierung und Lizenzen erkennen und mit Hardware und Software authentifizieren?* |
| ➀ | biometric authentication |
| ➁ | card key access |
| ➂ | Trusted Platform Module (TPM) |
| ➃ | two-factor security |

|  |  |
| --- | --- |
| **201.** | **Which question would be an example of an open-ended question that a technician might ask when troubleshooting a security issue?**  *Welche Frage wäre ein Beispiel von einer open ended Frage die ein Techniker fragen würde wenn er ein Sicherheitsrisiko beheb ?* |
| ➀ | Have you scanned your computer recently |
| ➁ | Is your security software up to date? |
| ➂ | Did you open any attachments from a suspicious email message? |
| ➃ | What symptoms are you experiencing? |

|  |  |
| --- | --- |
| **202.** | **Which two characteristics of network traffic are being monitored if a network technician configures the company firewall to operate as a packet filter? (Choose two.)**  *Welche zwei Sachen werden von einem Techniker der eine Firewall einrichtet, die als Packet Filter fungiert überwacht?* |
| ➀ | packet speed |
| ➁ | packet size |
| ➂ | protocols |
| ➃ | ports |
| ➄ | physical addresses |

|  |  |
| --- | --- |
| **203.** | **A technician is troubleshooting a computer security issue. The computer was compromised by an attacker as a result of the user having a weak password. Which action should the technician take as a preventive measure against this type of attack happening in the future?**  *Ein Techniker behandelt einen PC der von einem Virus attackiert wurde aufgrund eines zu schwachen Passwortes gehackt wurde. Was kann er vornehmen damit das nicht noch mal passiert?* |
| ➀ | Check the computer for the latest OS patches and updates. |
| ➁ | Verify the physical security of all offices. |
| ➂ | Ensure the security policy is being enforced. |
| ➃ | Scan the computer with protection software. |

|  |  |
| --- | --- |
| **204.** | **What does a malware detection program look for when running a scan?**  *Wonach sucht ein Malware Suchprogramm bei einem Scan?* |
| ➀ | |  | | --- | | patches that prevent a newly discovered virus or worm from making a successful attack | |
| ➁ | a service pack |
| ➂ | mirror sites |
| ➃ | patterns in the programming code of the software on a computer |

|  |  |
| --- | --- |
| **205.** | **Which two items are used in asymmetric encryption? (Choose two.)**  *Welche beiden Gegenstände werden bei asymmetrischer Verschlüsselung benutzt ?* |
| ➀ | a DES key |
| ➁ | a private key |
| ➂ | a public key |
| ➃ | a token |
| ➄ | a TPM |

|  |  |
| --- | --- |
| **206.** | **It has been noted that the computers of employees who use removable flash drives are being infected with viruses and other malware. Which two actions can help prevent this problem in the future? (Choose two.)**  *Es wurde bemerkt, das Computer von Arbeitern die ein Wechselmedium benutzt haben mit Viren und andere Schadware infiziert wurden. Welche zwei Aktionen können dies in der Zukunft verhindern ?* |
| ➀ | Repair, delete, or quarantine the infected files. |
| ➁ | Configure the Windows Firewall to block the ports that are used by viruses. |
| ➂ | Disable the autorun feature in the operating system. |
| ➃ | Enable the TPM in the CMOS settings. |
| ➄ | Set virus protection software to scan removable media when data is accessed. |

|  |  |
| --- | --- |
| **207.** | **Which two characteristics describe a worm? (Choose two.)**  *Welche zwei Eigenschaften beschreiben einen Wurm?* |
| ➀ | is self-replicating |
| ➁ | infects computers by attaching to software code |
| ➂ | executes when software is run on a computer |
| ➃ | travels to new computers without any intervention or knowledge of the user |
| ➄ | hides in a dormant state until needed by an attacker |

|  |  |
| --- | --- |
| **208.** | **What are two typical physical security precautions that a business can take to protect its computers and systems? (Choose two.)**  *Was sind zwei physische Sicherheitsvorkehrungen die ein Unternehmen vornehmen kann um ihre PC-Systeme zu beschützen?* |
| ➀ | |  | | --- | | Disable the autorun feature in the operating system. | |
| ➁ | Ensure that all operating system and antivirus software is up to date. |
| ➂ | Perform daily data backups. |
| ➃ | Implement biometric authentication. |
| ➄ | Replace any software firewalls with a hardware firewall. |

|  |  |
| --- | --- |
| **209.** | **What is the primary goal of a DoS attack?**  *Was ist das primäre Ziel einer DoS Attacke?* |
| ➀ | to scan the data on the target server |
| ➁ | to obtain all addresses in the address book within the server |
| ➂ | to prevent the target server from being able to handle additional requests |
| ➃ | to facilitate access to external networks |

|  |  |
| --- | --- |
| **210.** | **A user receives a phone call from a person who claims to represent IT services and then asks that user for confirmation of username and password for auditing purposes. Which security threat does this phone call represent?**  *Ein Benutzer erhält einen Anruf von einer Person die behauptet ein Vertreter von einem IT-Vertrieb zu seinen und wird nach seinem Password und Username gefragt. Welches Sicherheitsrisiko ergibt sich bei diesem Anruf?* |
| ➀ | social engineering |
| ➁ | anonymous keylogging |
| ➂ | spam |
| ➃ | DDoS |

|  |  |
| --- | --- |
| **211.** | **You want to dispose of a 2.5 terabyte hard drive that contains confidential financial information. What is the recommended procedure to achieve this?**  *Sie wollen eine 2,5 tB Festplatte entsorgen die vertrauliche Information enthält. Wie machen sie dies am besten?* |
| ➀ | Use data wiping. |
| ➁ | Drill through the HDD. |
| ➂ | Immerse the HDD in a weak solution of bicarbonate of soda. |
| ➃ | Smash the platters with a hammer. |

|  |  |
| --- | --- |
| **212.** | **What is the most effective way of securing wireless traffic?**  *Was ist der effizienteste Weg eine Drahtlosedatenleitung zu sichern?* |
| ➀ | WEP |
| ➁ | WPA2 |
| ➂ | SSID hiding |
| ➃ | wireless MAC filtering |

|  |  |
| --- | --- |
| **213.** | **Which type of security threat uses email that appears to be from a legitimate sender and asks the email recipient to visit a website to enter confidential information?**  *Welche Art von Sicherheitsrisiko entsteht bei einer Email die aussieht als würde sie von einem legitimen Absender kommen und einen auffordert eine Website zu besuchen und vertrauliche Informationen einzugeben?* |
| ➀ | phishing |
| ➁ | stealth virus |
| ➂ | worm |
| ➃ | adware |

|  |  |
| --- | --- |
| **214.** | **In which situation would a computer technician use the fixmbr command at the command prompt of a Windows XP computer to resolve a security issue?**  *In welcher Situation würde ein Computer Techniker den Befehl fixmbr benutzen um ein Sicherheitsrisiko zu entfernen?* |
| ➀ | when the folder permissions for user members of a group are incorrect |
| ➁ | when unauthorized users have changed the CMOS settings and the CMOS password must be reset |
| ➂ | when a virus has damaged the master boot record of the system disk |
| ➃ | when a virus has damaged the boot sector of the system disk |

|  |  |
| --- | --- |
| **215.** | **Which two security precautions will help protect a workplace against social engineering? (Choose two.)**  *Welche zwei Sicherheitsmaßnahmen können einen Arbeitsplatz vor „social engineering“?* |
| ➀ | registering and escorting all visitors to the premises |
| ➁ | ensuring that all operating system and antivirus software is up to date |
| ➂ | performing daily data backups |
| ➃ | encrypting all sensitive data stored on the servers |
| ➄ | ensuring that each use of an access card allows access to only one user at the time |

|  |  |
| --- | --- |
| **216.** | **Which three questions should be addressed by organizations developing a security policy? (Choose three.)**  *Welche drei Fragen sollten von Organisationen die eine Sicherheitspolice entwerfen adressiert werden ?* |
| ➀ | What are the possible threats to the assets of the organization? |
| ➁ | When do the assets need protecting? |
| ➂ | What is to be done in the case of a security breach? |
| ➃ | What assets require protection? |
| ➄ | How should future expansion be done? |
| ➅ | What insurance coverage is required? |

|  |  |
| --- | --- |
| **217.** | **A user has reported that a computer web browser will not display the correct home page even if the default page is reset. What is the likely cause of this problem?**  *Ein Benutzer hat gemeldet, dass sein Browser nicht die korrekte Homepage anzeigt, sogar wenn er die Einstellung zurücksetzt. Was ist wahrscheinlich das Problem?* |
| ➀ | Folder permissions have been changed from Deny to Allow. |
| ➁ | A virus has damaged the boot sector of the system disk. |
| ➂ | The computer has been infected with spyware. |
| ➃ | UAC has been disabled on the computer. |

|  |  |
| --- | --- |
| **218.** | **Which action would help a technician to determine if a denial of service attack is being caused by malware on a host?**  *Welches Mittel hilf einem Techniker der probiert herauszufinden ob eine DDOS Attacke von Malware auf den Host durchgeführt wird?* |
| ➀ | Disconnect the host from the network. |
| ➁ | Disable ActiveX and Silverlight on the host. |
| ➂ | Log on to the host as a different user. |
| ➃ | Install rogue antivirus software on the host. |

|  |  |
| --- | --- |
| **219.** | **Port triggering has been configured on a wireless router. Port 25 has been defined as the trigger port and port 113 as an open port. What effect does this have on network traffic?**  *Port triggering wurde auf einem Wireless Router konfiguriert. Port 25 wurde als der Trigger port und port 113 als der offene Port. Welchen Effekt hat dies auf den Netzwerk-Datenverkehr* |
| ➀ | Any traffic that is using port 25 going out of the internal network will also be allowed to transmit out port 113. |
| ➁ | All traffic that is sent out port 25 will open port 113 to allow inbound traffic into the internal network through port 113. |
| ➂ | All traffic that is sent into port 25 to the internal network will also be allowed to use port 113. |
| ➃ | |  | | --- | | Any traffic that comes into port 25 allows outgoing port 113 to be used. | |

|  |  |
| --- | --- |
| **220.** | **Which two data storage locations are normally controlled by the Northridge part of the chipset? (Choose two.)**  *Welche beiden Speicherstellen werden normalerweise von der Northridge des Chipsatzes gesteuert? (Wählen Sie zwei.)* |
| ➀ | cache |
| ➁ | RAM |
| ➂ | Hard disk drivers |
| ➃ | Solid state drivers |
| ➄ | CPU registers |

|  |  |
| --- | --- |
| **221.** | **Which two actions should a technician take if illegal content, such as child pornography, is discovered on the hard drive of a customer computer? (Choose two.)**  *Welche beiden Aktionen sollte ein Techniker ausführen, wenn illegale Inhalte, wie Kinderpornographie, auf der Festplatte des Kundencomputers entdeckt werden? (Wählen Sie zwei.)* |
| ➀ | Remove and destroy the hard drive. |
| ➁ | Contact a first responder. |
| ➂ | Document as much information as possible. |
| ➃ | Shut down the computer until authorities arrive. |
| ➄ | Confront the customer immediately. |

|  |  |
| --- | --- |
| **222.** | **In a computer forensics investigation, which type of data is considered volatile data and can be lost if power is removed from the computer?**  *In einer Computer-Forensik wird welche Art von Daten als flüchtige Daten deklariert und kann verloren gehen, wenn der Computer vom Stromnetz entfernt wird?* |
| ➀ | data stored on magnetic disks |
| ➁ | data stored on an internal drive |
| ➂ | data stored on an external drive |
| ➃ | data in transit between RAM and the CPU |

|  |  |
| --- | --- |
| **223.** | **A customer calls to report a computer problem. Which two actions can the technician take to establish a good rapport with the customer? (Choose two.)**  *Ein Kunde ruft an um über ein Computerproblem zu berichten. Welche beiden Aktionen kann ein Techniker ausführen, um eine gute Übereinstimmung mit dem Kunden zu erreichen? (Wählen Sie zwei.)* |
| ➀ | Personalize the call by periodically asking questions unrelated to the computer problem. |
| ➁ | Use technical terms to determine the level of knowledge the customer possesses. |
| ➂ | Refer to the customer by name whenever possible. |
| ➃ | Ask only closed-ended questions |
| ➄ | Allow the customer to speak without interruption. |

|  |  |
| --- | --- |
| **224.** | **What are two sections that are usually included in an SLA? (Choose two.)**  *Welche beiden Bereiche sind für gewöhnlich in einem SLA enthalten? (Wählen Sie zwei.)* |
| ➀ | home contact information of the technician |
| ➁ | time of service availability |
| ➂ | contact information of other clients |
| ➃ | service provider part suppliers |
| ➄ | supported equipment and software |

|  |  |
| --- | --- |
| **225.** | **Which two statements are correct about level one and level two technicians? (Choose two.)**  *Welche beiden Behauptungen über Level 1 und Level 2 Techniker sind korrekt? (Wählen Sie zwei.)* |
| ➀ | Level two technicians usually respond to the "down calls" as they may be able to resolve them faster. |
| ➁ | Level two technicians are often referred to as "incident screeners," and level one technicians are often referred to as "product specialists." |
| ➂ | Level two technicians prepare a work order and escalate it to a level one technician if a problem cannot be resolved within ten minutes. |
| ➃ | Level one technicians usually work on the problems that require opening up the computer case. |
| ➄ | Level two technicians  are usually more knowledgeable about technology than the level one technicians are. |

|  |  |
| --- | --- |
| **226.** | **Which statement describes a best practice related to time management?**  *Welche Behauptung beschreibt eine am besten zum Zeitmanagement zugehörige praktische Tätigkeit?* |
| ➀ | The technician should make sure to call the customer back as close to the callback time as possible. |
| ➁ | The technician should take the easier calls first, regardless of the urgency. |
| ➂ | The technician should give better service to a customer for whom the technician feels more sympathy. |
| ➃ | The technician can take the call of another technician, even without permission to do so. |

|  |  |
| --- | --- |
| **227.** | **When performing computer forensics what is required to prove a chain of custody?**  *Was muss in der Computer-Forensik erbracht werden, um eine Beweismittelkette zu unterstützen?* |
| ➀ | expert testimony |
| ➁ | proper documentation procedures |
| ➂ | collected evidence |
| ➃ | an admission of guilt |

|  |  |
| --- | --- |
| **228.** | **What should a level two technician do immediately after receiving an escalated work order from a level one technician?**  *Was sollte ein Level 2 Techniker sofort tun nachdem er einen eskalierten Arbeitsauftrag von einem Level 1 Techniker erhalten hat?* |
| ➀ | Call the customer back to ask any additional questions and resolve the problem. |
| ➁ | Document suggestions to solve the problem in the work order and return it to the level one technician. |
| ➂ | Send the work order to a level three technician and ask for support. |
| ➃ | Call the level one technician and ask questions about the problem. |

|  |  |
| --- | --- |
| **229.** | **A technician receives a call from a customer who is too talkative. How should the technician handle the call?**  *Ein Techniker wird von einem zu gesprächigen Kunden angerufen. Wie sollte der Techniker mit diesem Anruf umgehen?* |
| ➀ | Politely step in and gain control of the call by asking the customer social questions. |
| ➁ | Use open-ended questions and repeat all the information back to the customer to politely show that unnecessary information is being given. |
| ➂ | Talk over the customer and quickly gather the necessary information to be of help. |
| ➃ | Allow the customer to speak without interruption and then try to use closed-ended questions to gather data. |

|  |  |
| --- | --- |
| **230.** | **What is the definition of cyber law?**  *Was ist die Definition von Cyber-Gesetz?* |
| ➀ | a contract that defines expectations between and organization and IT service vendors for an agreed upon level of support |
| ➁ | the collection of international, country, and local laws that affect computer security professionals |
| ➂ | a single law defining criminal acts that are committed online |
| ➃ | the process of collecting and analyzing data from computer systems, networks, wireless communications, and storage devices |

|  |  |
| --- | --- |
| **231.** | **What customer support procedure would likely cause an upset customer to become more upset?**  *Welche kundenunterstützende Maßnahme würde einen aufgeregten Kunden noch weiter aufregen?* |
| ➀ | Follow a step-by-step approach to solving the problem. |
| ➁ | Ask the customer to do obvious or unnecessary steps. |
| ➂ | Reiterate that you want to solve the problem. |
| ➃ | Apologize for the wait time if there has been no wait time. |

|  |  |  |
| --- | --- | --- |
| **232.** | **Refer to the exhibit. During the troubleshooting of software that is installed on a computer system, a level one technician requires help from a level two technician. The file shown in the exhibit must be sent to the level two technician. How should the level one technician deliver this file?**  *Beziehen Sie sich auf den Ausschnitt. Während der Fehleruntersuchung einer Software, welche auf einem Computersystem installiert ist, benötigt ein Level 1 Techniker Hilfe von einem Level 2 Techniker. Die im Ausschnitt gezeigte Datei muss zu einem Level 2 Techniker gesendet werden. Wie sollte der Level 1 Techniker diese Datei versenden?* | http://assessment.netacad.net/assessment/images/i203425v1n1_203425.png |
| ➀ | Deliver the file in printed format only. |
| ➁ | Send the file as it is to the level two technician. |
| ➂ | This file should not be shared with the level two technician. |
| ➃ | Replace all passwords in the file with <password omitted> before emailing the file and then supply the passwords by secure means, if required. |

|  |  |
| --- | --- |
| **233.** | **What are two examples of displaying professional communication skills while talking to a customer? (Choose two.)**  *Welche beiden Beispiele zeigen professionellen kommunikativen Umgang in einem Gespräch mit einem Kunden? (Wählen Sie zwei.)* |
| ➀ | clarifying what customers say after they have finished their explanations |
| ➁ | focusing on what you cannot do to give customers an idea of the magnitude of the problem |
| ➂ | asking customers to paraphrase their explanations |
| ➃ | the use of active listening, with occasional interjections such as "I see" or "I understand" |
| ➄ | interrupting customers with a question to gather more information |

|  |  |
| --- | --- |
| **234.** | **When performing computer forensics, what can be prevented with a properly and carefully documented chain of custody?**  *Was kann während der Durchführung einer Computer-Forensik mit der richtigen und vorsichtig dokumentierten Beweismittelkette verhindert werden?* |
| ➀ | evidence tampering |
| ➁ | copying of copyrighted materials |
| ➂ | identity theft |
| ➃ | cyber crime |

|  |  |
| --- | --- |
| **235.** | **Which situation would require that a support desk call be given the highest priority?**  *Welche Situation würde erfordern, dass ein Anruf an ein Support-Team die höchste Priorität eingeräumt wird?* |
| ➀ | The company cannot operate because of a system failure. |
| ➁ | Two users are requesting an application enhancement. |
| ➂ | A user is requesting a RAM memory upgrade. |
| ➃ | Some computers cannot log in to the network. |
| ➄ | A couple of computers have operating system errors. |

|  |  |
| --- | --- |
| **236.** | **Which two rules pertain to the general daily activities of employees in a call center environment? (Choose two.)**  *Welche beiden Regeln betreffen die allgemeinen täglichen Aktivitäten eines Mitarbeiters in einer Call-Center-Umgebung? (Wählen Sie zwei.)* |
| ➀ | The technician should contact the customer if the technician is going to be late for a follow-up appointment. |
| ➁ | The technician should adjust the work chair to a height that is high enough so that wrists angle downwards toward the keyboard. |
| ➂ | The technician should be sure to treat all customers equally. |
| ➃ | If a technician takes a call from a customer the technician does not like, the technician should pass the call to another technician. |
| ➄ | If a customer complains about another technician, the technician who is taking the call should agree with opinion of the customer. |

|  |  |
| --- | --- |
| **237.** | **What is the correct way to conduct a telephone call to troubleshoot a computer problem?**  *Was ist der richtige Art einen Telefonanruf zur Untersuchung eines Computerproblem entgegenzunehmen?* |
| ➀ | Ask personal questions to get better acquainted with the customer. |
| ➁ | Always gather information from the customer and escalate the problem. |
| ➂ | Maintain professional behavior at all times. |
| ➃ | Explain each step to help the customer understand the troubleshooting process. |

|  |  |
| --- | --- |
| **238.** | **What are three pieces of information a level one technician should gather from a customer? (Choose three.)**  *Welche drei Informationsstücke sollte ein Level 1 Techniker von einem Kunden sammeln? (Wählen Sie drei.)* |
| ➀ | description of the problem |
| ➁ | details of any recent changes to the computer |
| ➂ | output from a remote connection to the customer computer |
| ➃ | contact information |
| ➄ | current CMOS settings |
| ➅ | output from diagnostic software |

|  |  |
| --- | --- |
| **239.** | **What name is given to a certain set of general rules that apply to written communication over the Internet?**  *Was ist der Name des allgemeinen Verhaltenskodex bei einer Konversation im Internet?* |
| ➀ | Internet slang |
| ➁ | netiquette |
| ➂ | online interactions |
| ➃ | flame wars |

|  |  |
| --- | --- |
| **240.** | **During the process of troubleshooting, a technician gains access to customer private information. What is expected that the technician do with this information?**  *Während der Fehleruntersuchung erhält ein Techniker Zugang zu persönlichen Kundeninformationen.*  *Was wird erwartet, was der Techniker mit diesen Informationen macht?* |
| ➀ | Back up the information just in case the customer needs it some day. |
| ➁ | Send this information to the technician manager. |
| ➂ | Document all information in a log file. |
| ➃ | Keep it confidential. |
| ➄ | Send this information to the manager of the customer. |

|  |  |
| --- | --- |
| **241.** | **What is a reason to escalate a problem from a level one technician to a level two technician?**  *Was ist ein Grund um ein Problem von einem Level 1 Techniker an einem Level 2 Techniker zu übertragen?* |
| ➀ | when the screen resolution of a customer PC needs to be adjusted |
| ➁ | when a peripheral device needs to be replaced |
| ➂ | when the equipment needs to be rebooted |
| ➃ | when drivers, applications, or operating systems need to be installed |

|  |  |
| --- | --- |
| **242.** | **A computer repeatedly locks without any error message. Which two conditions may be the cause of the problem? (Choose two.)**  *Ein Computer hängt sich mehrere Male ohne Fehlermeldung auf. Welche zwei Bedingungen können die Ursache für das Problem sein? (Wählen Sie zwei.)* |
| ➀ | The CPU needs to be upgraded. |
| ➁ | The user has breached the user security policy. |
| ➂ | The computer has a virus. |
| ➃ | The index service is not running. |
| ➄ | The UAC has been turned off. |
| ➅ | An update has corrupted the operating system. |

|  |  |
| --- | --- |
| **243.** | **What are two possible solutions to any Windows computer restarting continuously and never displaying the desktop? (Choose two.)**  *Welche zwei mögliche Lösungen gibt es, wenn bei jedem Neustart des Windows-Rechners der Desktop nicht angezeigt wird. (Wählen Sie zwei.)* |
| ➀ | Reset the hard drive jumpers. |
| ➁ | Press F8 to open the Advanced Options menu and choose Disable Automatic Restart on System Failure. |
| ➂ | Access the BIOS and change the boot order options. |
| ➃ | Run chkdsk /F /R from the recovery console. |
| ➄ | Upgrade the video card. |
| ➅ | Upgrade the processor. |

|  |  |
| --- | --- |
| **244.** | **A technician arrives and asks a customer, "Can you describe the problem?" The customer replies, "All email messages that I send have the wrong date. I have restarted the computer several times, but this does not seem to help." What could be the problem?**  *Ein Techniker fragt einen Kunden:”Können Sie das Problem beschreiben?” Der Kunde antwortet:“Alle E-Mails, die ich sende haben das falsche Datum. Ich habe den Computer mehrmals neu gestartet, aber das scheint nicht zu helfen.“ Was könnte das Problem sein?* |
| ➀ | What could be the problem? |
| ➁ | The MBR is corrupted.? |
| ➂ | The CMOS battery has failed.? |
| ➃ | The hard drive is beginning to fail. |

|  |  |
| --- | --- |
| **245.** | **A technician is troubleshooting a Windows 7 laptop infected with a virus that has damaged the master boot record. The technician has booted the laptop using the installation media and is attempting to repair the laptop from the command line interface. Which two commands can the technician use to repair the corrupt master boot record? (Choose two.)**  *Ein Techzniker repariert ein Windows 7 Laptop mit einem Virus, der den Master Boot Record beschädigt oder infiziert hat. Der Techniker hat den Laptop mit Installationsmedien gestartet und versucht den Laptop über die Kommandozeile zu reparieren. Welche zwei Befehle kann der Techniker anwenden, um den beschädigten Master Boot Record zu reparieren? (Wählen Sie zwei.)* |
| ➀ | bootrec /fixmbr |
| ➁ | regedit |
| ➂ | regedt32 |
| ➃ | xbootrec /fixboot |
| ➄ | chkdsk |

|  |  |
| --- | --- |
| **246.** | **A freshly installed Windows 7 laptop is plugged into the network and configured with an IP address. The technician then attempts to ping the laptop from another computer. While the laptop is able to connect to other devices, the ping requests fail. What is the likely cause?**  *Ein frisch installierter Windows 7 Laptop wird an das Netzwerk angeschlossen und mit einer IP-Adresse konfiguriert. Der Techniker versucht den Laptop von einem anderen Computer anzupingen. Während der Laptop sich mit anderen Geräten verbinden kann, schlagen Pinganfragen auf den Laptop fehl. Was ist die wahrscheinlichste Ursache?* |
| ➀ | The network drivers for the NIC are out of date. |
| ➁ | TPM must be enabled. |
| ➂ | The Windows Firewall is blocking ping requests. |
| ➃ | The port speed for the NIC is incorrect. |

|  |  |
| --- | --- |
| **247.** | **A customer using a Windows XP computer is complaining that a new card reader is not working. ?A technician tests the card reader on a Windows 7 computer and does not detect any problems. What are two possible solutions to the problem with the XP computer? (Choose two.)**  *Ein Kunde mit einem Windows XP Computer beklagt sich, dass der neue Kartenleser nicht funktioniert. Ein Techniker testet den Kartenleser auf einem Windows 7 Computer und erkennt keine Probleme. Welche zwei möglichen Lösungen gibt es für dieses Problem mit dem Windows XP Computer (Wählen Sie zwei.)* |
| ➀ | Update the CMOS firmware. |
| ➁ | Install additional RAM. |
| ➂ | Download and install the driver from the manufacturer of the card reader. |
| ➃ | Modify the options in the BIOS. |
| ➄ | Install the driver from the CD provided with the card reader. |

|  |  |
| --- | --- |
| **248.** | **A technician is troubleshooting a laptop that has the power light on and the hard drive spinning. However, the laptop only displays vertical lines that change color. What is the problem?**  *Ein Techniker repariert einen Laptop, bei dem die Power- und Festplatten-LED leuchten. Doch der Bildschirm zeigt nur vertikale Linien, die ihre Farben ändern. Was ist das Problem?* |
| ➀ | The BIOS is corrupt. |
| ➁ | The LCD screen inverter has failed. |
| ➂ | The backlight lamp has failed. |
| ➃ | The LCD screen has failed. |

|  |  |
| --- | --- |
| **249.** | **A technician is upgrading an older PC with a dual core CPU. When the PC restarts, it is slower than it was before the upgrade. The Performance tab from the Task Manager displays only one CPU graph. What is the most probable solution to this problem?**  *Ein Techniker macht Upgrades eines älteren PCs mit einem Dual-Core-CPU. Wenn der PC neu gestartet wird, ist er langsamer als vor dem Upgrade. Die Registerkarte „Leistung“ aus dem Task-Manager zeigt nur einen CPU Graphen. Was ist die bestmögliche Lösung für dieses Problem?* |
| ➀ | Overclock the CPU. |
| ➁ | Update the BIOS firmware to support the dual core CPU. |
| ➂ | Replace the HDD with a higher capacity hard drive. |
| ➃ | Increase the amount of RAM available. |

|  |  |
| --- | --- |
| **250.** | **A PC is not able to connect to a wired network. Pinging the loopback address is successful, but the gateway cannot be reached. On the network switch all the interface lights are on, except for the interface connected to the PC. The LED on the network card is off. What is the most likely cause of this problem?**  *Ein PC ist nicht in der Lage sich über ein LAN-Kabel mit einem Netzwerk zu verbinden. Pingen der Loopback-Adresse ist erfolgreich, aber das Gateway kann nicht erreicht werden. Auf der Netzwerk-Switch-Schnittstelle leuchten alle LEDs , mit Ausnahme der Schnittstelle des PCs. Die auf der Netzwerkkarte ausgeschaltet ist. Was ist die bestmögliche Lösung für dieses Problem?* |
| ➀ | The network switch is faulty. |
| ➁ | The network cable is faulty. |
| ➂ | The PC has an incorrect IP address for the DNS server. |
| ➃ | The gateway needs to be fixed. |

|  |  |
| --- | --- |
| **251.** | **A group of users is unable to connect to the network. When testing several of the PCs and issuing the command ipconfig, the technician notices that all of them have an IP address in the 169.254.x.x range. What is the most likely cause of this problem?**  *Eine Gruppe von Benutzern ist nicht mit dem Netzwerk verbunden. Bei der Prüfung von mehreren PCs und der Eingabe des Befehls “ipconfig” bemerkt der Techniker, dass sie alle eine IP-Adresse im Bereich 169.254.xx haben. Was ist wahrscheinlichste Ursache für dieses Problem?* |
| ➀ | The DHCP server is not operational. |
| ➁ | The Internet connection is down. |
| ➂ | The gateway address is incorrect. |
| ➃ | The DNS server is not operational. |

|  |  |
| --- | --- |
| **252.** | **A technician finds that occasionally when a network printer is restarted, clients are unable to print to it, receiving a "Document failed to print" message. What is a probable cause of this?**  *Ein Techniker stellt fest, dass wenn ein Netzwerkdrucker neu gestartet wird, die Kunden nicht in der Lage sind zu drucken. Sie erhalten eine „Dokument konnte nicht gedruckt werden“-Meldung. Was ist die wahrscheinlichste Ursache dafür?* |
| ➀ | The printer is configured to get an IP address using DHCP. Best-mögliche |
| ➁ | The toner level in the EP cartridge is low. |
| ➂ | The printer does not have enough memory. |
| ➃ | The drum is damaged. |
| ➄ | The power supply on the printer is failing. |

|  |  |
| --- | --- |
| **253.** | **A computer displays this message when the computer boots: "MBR has been changed or modified." What could cause this problem?**  *Ein Computer zeigt beim Starten folgende Meldung: “MBR hat sich geändert oder wurde modifiziert.“ Was könnte dieses Problem verursachen?* |
| ➀ | A RAM module is not fully inserted into the memory slot. |
| ➁ | The CMOS battery has failed. |
| ➂ | A virus has altered the Windows kernel. |
| ➃ | A boot sector virus has altered the master boot record. |

|  |  |
| --- | --- |
| **254.** | **A user complains that a printer is outputting random characters instead of the desired document. What is a probable cause of this?**  *Ein Benutzer beschwert sich, dass ein Drucker zufällige Zeichen ausgibt anstelle des gewünschten Dokuments. Was ist die wahrscheinlichste Ursache dafür?* |
| ➀ | The pickup rollers are defective. |
| ➁ | An incorrect print driver is installed. |
| ➂ | There is dirt or debris in the printer. |
| ➃ | The printer does not have enough memory. |

|  |  |
| --- | --- |
| **255.** | **A laptop that is running Windows XP displays "Missing NTLDR" after the POST. What are the two most probable reasons for this problem? (Choose two.)**  *Ein Windows XP Laptop zeigt nach dem POST die Meldung „Fehlende NTLDR“. Was sind die zwei wahrscheinlichsten Gründe für dieses Problem? (Wählen Sie zwei.)* |
| ➀ | Boot.ini is missing or damaged. |
| ➁ | There is a conflict with a newly installed device. |
| ➂ | The index service is not indexing in the correct locations. |
| ➃ | The boot order is not set correctly in the BIOS. |
| ➄ | BOOTMGR has been corrupted. |

|  |  |
| --- | --- |
| **256.** | **Several times during the last few days, a user has experienced the Blue Screen of Death when plugging an external hard drive into a laptop via USB. What is a possible solution for this problem?**  *Mehrmals in den letzten Tagen erschien bei einem Benutzer beim Einstecken einer externen Festplatte via USB ein Blue Screen . Was ist die bestmögliche Lösung für dieses Problem?* |
| ➀ | Research the boot error beep code to identify the source of the error. |
| ➁ | Research the STOP error and the name of the module that produced the error. |
| ➂ | Reinstall the operating system. |
| ➃ | Upgrade the operating system. |

|  |  |
| --- | --- |
| **257.** | **A technician replaces a laptop keyboard that was no longer functioning, and has verified that the newly replaced keyboard functions properly. What is the final step the technician should take as part of the troubleshooting process?**  *Ein Techniker ersetzt eine Laptop-Tastatur, die nicht mehr funktioniert hat und hat diese auf ihre Funktionen überprüft. Was ist der letzte Schritt den der Techniker im Rahmen dieses Prozesses tun sollte?* |
| ➀ | Implement preventive measures. |
| ➁ | Document all findings, actions, and outcomes. |
| ➂ | Ask a list of closed-ended questions. |
| ➃ | Research the problem. |

|  |  |
| --- | --- |
| **258.** | **Users are complaining that they are receiving spam from the email account that belongs to a co-worker. What could cause this problem?**  *Nutzer beschweren sich, dass die Mails von Kollegen im Spam Ordner landen. Was könnte dieses Problem verursachen?* |
| ➀ | The email client belonging to the co-worker is not configured properly. |
| ➁ | The email account belonging to the co-worker was hijacked because of malware. |
| ➂ | The network adapter on the computer that is used by the co-worker is malfunctioning. |
| ➃ | A virus has damaged the master boot record on the system that is used by the co-worker. |

|  |  |
| --- | --- |
| **259.** | **A technician is replacing an internal hard drive used as a secondary drive on a PC. After connecting the new hardware and powering up the computer, an "OS not found" error message is displayed. What is the most probable cause for that error message?**  *Ein Techniker ersetzt ein Laufwerk, welches sekundär benutzt wurde, und baut eine interne Festplatte ein. Nach dem Einbau der neuen Hardware und dem Starten des PCs erscheint eine Fehlermeldung „OS nicht gefunden“. Was ist die wahrscheinlichste Ursache für diese Fehlermeldung?* |
| ➀ | The motherboard needs replacing to be able to support the new hard drive. |
| ➁ | The USB port has too many attached devices to supply adequate power. |
| ➂ | The power supply is faulty. |
| ➃ | The hard drive jumper is set incorrectly. |
| ➄ | The BIOS needs updating. |

|  |  |
| --- | --- |
| **260.** | **A technician is troubleshooting a laser printer that outputs blank paper for all print jobs including printer test pages. What is a probable cause?**  *Ein Techniker repariert einen Laserdrucker. Dieser druckt nur leere Seiten, auch bei der Testseite. Was ist die wahrscheinlichste Ursache?* |
| ➀ | The fuser has failed. |
| ➁ | The drum wiper blade is worn. |
| ➂ | The laser printer does not have adequate memory. |
| ➃ | The drum is failing to hold a charge. |

|  |  |
| --- | --- |
| **261.** | **A technician is working on a laptop that has a dark display. After attaching an external display and verifying that it works, the technician now has a better idea as to the problem. What could be the problem?**  *Ein Techniker arbeitet an einem Laptop mit einem nicht funktionierenden Bildschirm. Nachdem er einen externen Monitor angeschlossen und auf seine Funktionalität geprüft hat, fällt ihm eine bessere Lösung für das Problem ein. Was könnte das Problem sein?* |
| ➀ | The power inverter of the LCD screen or backlight lamp has failed. |
| ➁ | The motherboard has failed. |
| ➂ | The display driver is incorrect. |
| ➃ | The CPU has failed. |

|  |  |
| --- | --- |
| **262.** | **A user complains that when a page is printed on a laser printer, the page smears when touched. What is a possible cause of this issue?**  *Ein Benutzer beschwert sich, dass wenn eine Seite mit dem Laserdrucker gedruckt wird diese bei Berührung verschmiert. Was ist eine mögliche Ursache für dieses Problem?* |
| ➀ | The pickup rollers are defective. |
| ➁ | The laser assembly is faulty. |
| ➂ | The EP drum is damaged. |
| ➃ | The fuser has failed. |

|  |  |
| --- | --- |
| **263.** | **Users in a recently installed wireless network are complaining of slow data transfer and frequent loss of connectivity. The technician checks that the wireless security is correctly implemented, and there is no evidence of unauthorized users on the network. Which two problems might the technician suspect? (Choose two.)**  *Benutzer in einem kürzlich installierten drahtlosen Netzwerk beschweren sich darüber, dass die Datenübertragung sehr langsam ist und die Verbinbung häufig abbricht. Der Techniker überprüft, ob die drahtlose Sicherheit richtig angepasst ist, weiterhin gibt es keine Hinweise auf nicht autorisierte Benutzer im Netzwerk. Welche zwei Probleme könnte der Techniker vermuten? (Wähle zwei.)* |
| ➀ | The antenna on the access point is too powerful. |
| ➁ | The DHCP server is faulty. |
| ➂ | The network passwords need to be reissued to the users. |
| ➃ | The wireless signal is too weak. |
| ➄ | There is interference from outside sources. |