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## Product Questions: 254

### Version: 8.0

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**Question: 1**

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After a technician installs a video card, which of the following should the technician configure NEXT?

- A. Resolution
- B. Colors
- C. Dots per inch
- D. Refresh rate

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**Answer: A**

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**Question: 2**

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A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

- A. 22
- B. 443
- C. 3389
- D. 8080

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**Answer: C**

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**Question: 3**

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Which of the following should a technician do NEXT after reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

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**Answer: D**

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**Question: 4**

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Which of the following MUST be configured when trying to start a machine with a DVD?

- A. TPM
- B. Virtualization support
- C. BIOS security
- D. Boot order

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**Answer: D**

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**Question: 5**

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After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the MOST likely reason?

- A. The network cable is disconnected
- B. The PS/2 connectors are switched
- C. The USB connectors are switched
- D. The hard drive is unplugged

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**Answer: B**

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**Question: 6**

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Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

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

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**Answer: A**

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**Question: 7**

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Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

- A. PCI Express RAID card
- B. PCI Express video card
- C. PCI Express FireWire card
- D. PCI Express LAN card

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**Answer: B**

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**Question: 8**

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To configure two drives for MAXIMUM performance, which of the following RAID types should be used?

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

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**Answer: A**

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**Question: 9**

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Which of the following panel types would allow for the THINNEST possible display monitor?

- A. LED
- B. CRT
- C. DLP
- D. Plasma

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**Answer: A**

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**Question: 10**

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

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

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**Answer: A, E**

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**Question: 11**

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

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

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**Answer: D**

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**Question: 12**

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

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

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**Answer: D**

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**Question: 13**

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Which of the following expansion slots uses a serial connection?

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

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**Answer: C**

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**Question: 14**

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

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

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**Answer: B**

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**Question: 15**

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

- A. Two 500 GB SATA2 hard drives used in a JBOD array
- B. Two 500 GB SATA2 hard drives in a hardware RAID 0
- C. Two 500 GB SATA2 hard drives in a hardware RAID 1
- D. Two 500 GB SATA2 hard drives in a software RAID 0

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**Answer: B**

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**Question: 16**

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Which of the following types of expansion slots is MOST frequently found in blade servers?

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

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**Answer: C**

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**Question: 17**

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A user wants to extend a PC's capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO).

- A. eSATA

- B. IEEE 1394
- C. SATA
- D. EIDE
- E. IDE

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**Answer: A, B**

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**Question: 18**

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Which of the following memory types is primarily used in laptops?

- A. SDRAM
- B. DDR2
- C. ECC
- D. SODIMM

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**Answer: D**

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**Question: 19**

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A small company needs to print several color copies of the same contract to go to various departments and customers. Which of the following printers will be the QUICKEST?

- A. 3D printing
- B. Thermal printing
- C. Impact printing
- D. Laser printing

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**Answer: D**

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**Question: 20**

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A computer technician is responding to a call about a printer that is causing streaks to appear on every printout. Which of the following is the MOST likely cause?

- A. Duplex unit
- B. Toner cartridge
- C. Imaging drum
- D. Pickup rollers

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**Answer: C**

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**Question: 21**

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Which of the following adapters converts an analog signal to a digital signal?

- A. S-Video to RCA
- B. HDMI to VGA
- C. VGA to DVI-D

D. DVI-D to HDMI

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**Answer: C**

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**Question: 22**

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Which of the following **MUST** be the same when replacing a hard drive in a laptop?

- A. The interface type of the existing drive
- B. The speed of the new drive
- C. The total data capacity of the PC
- D. The cache size of the new drive

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**Answer: A**

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**Question: 23**

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A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

- A. Reinstall the drive
- B. Patch the OS
- C. Upgrade the driver
- D. Flash the BIOS

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**Answer: D**

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**Question: 24**

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Which of the following RAM types can continue working if there is corrupt data?

- A. Non-parity
- B. Dual channel
- C. Buffered
- D. ECC

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**Answer: D**

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**Question: 25**

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Which of the following devices does a technician need to calibrate as part of an installation?

- A. Mouse
- B. Touch screen
- C. Keyboard
- D. Video card

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**Answer: B**

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**Question: 26**

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A technician is installing Hyper-V and is getting an error that the software is not able to be installed. Which of the following processor characteristics should be checked?

- A. Cache size
- B. Virtualization support
- C. Number of cores
- D. Hyperthreading

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**Answer: B**

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**Question: 27**

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A technician is building a workstation that is to be used as an HTPC and will sit next to the audio receiver. Which of the following form factors would the technician MOST likely use because of its size?

- A. ATX
- B. Mini-ITX
- C. AT
- D. Micro-ATX

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**Answer: B**

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**Question: 28**

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A technician has connected a laptop to a television via HDMI cable. The entire display cannot be seen on the television. Which of the following settings should the technician modify?

- A. Keystone
- B. Resolution
- C. Privacy filter
- D. Frame rate

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**Answer: B**

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**Question: 29**

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A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

- A. MIDI
- B. USB
- C. TCP
- D. HDMI

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**Answer: A**

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**Question: 30**

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Which of the following is important when replacing a power supply in a workstation located in a datacenter server rack?

- A. A fanless power supply should be used
- B. The proper voltage must be selected
- C. The unit must be the same or less wattage
- D. The power connector location must be the same

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**Answer: B**

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**Question: 31**

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A user opens a service ticket for a laser printer that has paper jams. Lately, jamming has become more frequent. The technician recreates the problem and checks the printer logs for more information about the printer. Which of the following choices are MOST likely fixes to this problem? (Select TWO).

- A. Clean and inspect the laser drum assembly
- B. Clean and inspect the entire paper path
- C. Use the printer maintenance kit to replace parts
- D. Replace the paper exit assembly switch
- E. Clean and replace the paper out sensor
- F. Clean the fuser cold roller and verify fuser operation

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**Answer: B, C**

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**Question: 32**

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The technician would like to upgrade a workstation by adding a USB 3.0 card, and upgrading the video card, sound card, and NIC. The technician is concerned about power consumption by the expansion cards. Which of the following upgrades would MOST likely require also upgrading the power supply?

- A. Video card
- B. USB 3.0 card
- C. Sound card
- D. Network card

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**Answer: A**

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**Question: 33**

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Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

- A. IMAP
- B. SMB
- C. SSH
- D. RDP

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**Answer: B**

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**Question: 34**

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Which of the following Internet connection types is known to have a significantly higher latency than the others?

- A. Cable
- B. Satellite
- C. DSL
- D. Fiber

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**Answer: B**

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**Question: 35**

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Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

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

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**Answer: B**

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**Question: 36**

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An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A. HTTPS
- B. IMAP
- C. TELNET
- D. SMTP

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**Answer: A**

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**Question: 37**

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

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

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**Answer: B**

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**Question: 38**

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

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

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**Answer: D**

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**Question: 39**

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

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

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**Answer: D**

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**Question: 40**

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

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

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**Answer: C, E**

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**Question: 41**

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

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

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**Answer: C**

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**Question: 42**

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

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

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**Answer: A**

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**Question: 43**

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

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

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**Answer: D**

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**Question: 44**

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

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

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**Answer: D**

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**Question: 45**

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

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

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**Answer: A**

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**Question: 46**

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Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device

as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

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

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**Answer: D**

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**Question: 47**

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

- A. eSATA
- B. IEEE 1394
- C. USB
- D. PS/2
- E. VGA

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**Answer: C, D**

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**Question: 48**

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

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

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**Answer: A**

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**Question: 49**

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

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

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**Answer: B**

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**Question: 50**

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

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

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**Answer: C**

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**Question: 51**

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

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

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**Answer: B**

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**Question: 52**

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

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

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**Answer: A**

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**Question: 53**

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

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

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**Answer: D**

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**Question: 54**

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

- A. Micro USB 2.0
- B. Mini USB 2.0

- C. Micro USB 3.0
- D. USB 3.0

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**Answer: D**

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**Question: 55**

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

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

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**Answer: C**

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**Question: 56**

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Which of the following RAM types supports triple channel configurations?

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

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**Answer: C**

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**Question: 57**

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Which of the following devices would provide protection for electronic equipment in an area prone to intermittent, unstable power?

- A. Power strip
- B. Surge suppressor
- C. Uninterruptible power supply
- D. Line conditioner

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**Answer: C**

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**Question: 58**

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Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6
- E. RAID 10

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**Answer: B, E**

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**Question: 59**

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Which of the following adapters causes the LEAST amount of signal loss?

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

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**Answer: C**

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**Question: 60**

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Which of the following are factors when designing a home theater PC?

- A. Wireless NIC
- B. Audio frequency
- C. Video refresh rate
- D. Video output

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**Answer: D**

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**Question: 61**

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A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

- A. The materials within the cathode ray tube are harmful.
- B. They are heavier than LCD monitors and therefore require special disposal.
- C. The glass of the tube can easily break and cause serious injury.
- D. The rays of the cathode can cause blindness if someone is exposed.

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**Answer: A**

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**Question: 62**

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Joe, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A. Dual voltage options
- B. UPS
- C. Inverter
- D. Micro-ATX connector

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**Answer: A**

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**Question: 63**

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

- A. F
- B. 754
- C. 940
- D. LGA

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**Answer: D**

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**Question: 64**

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Which of the following expansion slots is MOST commonly used for high-end video cards?

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

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**Answer: B**

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**Question: 65**

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Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

- A. USB
- B. SATA
- C. DVI
- D. FireWire
- E. HDMI

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**Answer: C, E**

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**Question: 66**

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Which of the following connections are typically on the external PC chassis? (Select TWO).

- A. AGP
- B. SAS
- C. IEEE1394
- D. eSATA
- E. IDE

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**Answer: C, D**

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**Question: 67**

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