1. Besides a CPU, which of the following components might have their own heatsink?
2. Audio card
3. RAID controller
4. Graphics card
5. Hard drive
6. Which of the following is the best type of cable to prevent EMI?
7. STP
8. Fiber
9. Plenum
10. UTP
11. A CAD software user requires faster onscreen refresh rates. Which of the following slots allows for faster graphics performance?
12. AGP
13. AGP x8
14. PCIe
15. PCI
16. A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the wireless network that the printer will be available from?
17. DNS
18. SSID
19. WPA
20. VPN
21. Which of the following RAM modules has a PC rating of 10600?
22. DDR
23. SDRAM
24. DDR3
25. DDR2
26. Which of the following hard drives has the best sock resistance?
27. IDE
28. NAS
29. SATA
30. SSD
31. An office of 50 computers is interested in employing a file server, network shares and print server functionality. Which of the following network setups would be best suited for this situation?
32. Ad-hoc
33. Workgroup
34. Domain
35. Token ring
36. Which of the following term best describes the software or hardware used to manage virtual machines?
37. Hypervisor
38. Cloud server manager
39. Supervisor
40. Virtual disk manager
41. A technician wants to know if a PC has an embedded wireless card. Which of the following tools should be used?
42. Device manager
43. Component services
44. Services
45. System configuration
46. Which of the following settings must be configured in order to turn on a VoIP phone?
47. PoE
48. Flow control
49. VPN
50. Duplex Speed
51. An internet browser’s cookie could be classified as which of the following?
52. Rootkit
53. Phishing
54. Malware
55. Spyware
56. A technician would like to limit computer access to certain users. Which of the following should be configured?
57. Advanced security
58. Boot.ini file
59. System configuration
60. Local security policy
61. When securing a small office home office that has empty cubicles with unused network ports, which of the following can be used to secure only the unused ports?
62. Use DHCP addressing on the network
63. Disable the ports on the router or switch
64. Power down the router when it is not being used
65. Disable DNS on the network
66. Which of the following should a technician do last after cleaning up a virus infection?
67. Enable system restore and create restore point
68. Update antivirus software
69. Schedule scans and updates
70. Educate the end user
71. Which of the following is considered a method of physical security?
72. Strong passwords
73. Cipher locked doors
74. NTFS
75. Firewall
76. A user is reporting that they are clicking on search results and being redirected to the wrong sites. Which of the following should a technician check first?
77. Temporary internet files
78. Proxy settings
79. Cookies
80. Windows firewall
81. When setting up a new wireless router, which of the following two actions should the technician take first in order to secure the network?
82. Disable unused ports
83. Change the SSID
84. Position the antennas to prevent outside access
85. Enable MAC filtering
86. Change the default user name
87. While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?
88. 53
89. 110
90. 443
91. 3389
92. Which of the following two options are business use case for desktop virtualization?
93. Circumvent software licensing
94. Disaster recovery
95. Security monitoring
96. Software testing
97. Increased storage space
98. A user is running a RAID 0 array has problems with one of the drives. Which of the following actions will the technician take next?
99. Replace the failing drive and let the RAID recover
100. Add an additional drive to the array and let the RAID recover
101. Replace the drive, all the data is lost and cannot be recovered
102. Remap the RAID array to another drive letter to recover the data
103. A technician encounters a PC where they can hear the power supply fan running, but the system is not booting up and there is no display. Which of the following two are the most likely causes?
104. Bad PCI card
105. Bad motherboard
106. Bad RAM
107. Bad boot.ini file
108. Bad power supply
109. Which of the following protocols would an email client use?
110. HTTP
111. SNMP
112. POP3
113. SFTP
114. Which of the following should a technician check first before upgrading the RAM in a laptop?
115. The speed of the FSB
116. The motherboard specifications
117. The BIOS manufacturer
118. The OS version
119. Which of the following is the correct pin out for T568B?

A. Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown

B. Blue, blue/white, orange/white, orange, brown/white, brown, green/white, green

C. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown

D. Orange/white, orange, brown/white, brown, green/white, green, blue, blue/white

1. Which of the following expansion slots uses a serial connection?
2. PCI
3. PCI-X
4. PCIe
5. AGP
6. When a grounding strap is not available, a technician can ground by touching the computer’s:
7. Power supply
8. CPU fan
9. Memory chips
10. Motherboard
11. A technician replaces a computer’s NIC with a wireless card. The user wants to save the NIC. Which of the following should the technician use to preserve the NIC?
12. ESD mat
13. ESD wrist strap
14. Sealable plastic bag
15. Anti-static bag
16. Which of the following cable types has a maximum transfer speed greater than 1 Gbps?
17. CAT6
18. CAT5
19. CAT5e
20. STP
21. Which of the following wireless standard provides the strongest encryption?
22. WPA2
23. WPA
24. WEP64
25. WEP128
26. Which of the following ports is used by the default DNS traffic?
27. 25
28. 53
29. 143
30. 3389
31. A technician is asked to verify that a CAT5 patch cord, created by another technician is in working order. Which of the following tools should the technician use to verify the patch cord?
32. Multimeter
33. Toner probe
34. Loopback plug
35. Cable tester
36. Which of the following memory types has 184 pins?
37. DDR3
38. DDR
39. SDRAM
40. DDR2
41. A dial-up modem uses which of the following types of connectors?
42. RJ-11
43. RG-59
44. RJ-45
45. RG-6
46. A technician installs a new high-end gaming card into a computer but is not seeing ay video. Which of the following power connector did the technician most likely forget to install?
47. 4/8 pin 12V
48. 6/8 pin Molex
49. 20 pin main
50. 24 pin main
51. Which of the following protocols is used by a server to assign IP addresses?
52. DNS
53. LDAP
54. SMTP
55. DHCP
56. Which of the following is enabled in the BIOS that will prompt a use to enter his password every time the laptop performs a POST?
57. Power user access
58. Power on password
59. Administrative password
60. User profile access
61. Which of the following protocols is used to translate FQDN into IP addresses?
62. LDAP
63. DNS
64. RIP
65. SMTP
66. IMAP
67. Which of the following is a private class B IP address?
68. 10.0.15.1
69. 172.16.0.1
70. 172.33.1.1
71. 192.168.1.1
72. Which of the following requires a minimum of four hard drives?
73. RAID 0
74. RAID 1
75. RAID 5
76. RAID 10
77. A customer has purchased a 1 TB internal hard drive. The customer would like to have it installed as a data drive in their existing system. The technician discovers there is no spare power supply connector for the new hard drive. Which of the following two options would enable the technician to easily accomplish the task?
78. Replace the existing hard drive
79. Replace the power supply
80. Remove the floppy disk
81. Remove the CD-ROM
82. Split an existing power connection
83. Which of the following amounts of memory best represents the upper limit of RAM when using a 32-bit architecture.
84. 2GB
85. 4GB
86. 6GB
87. 16GB
88. Which of the following would be the most important factor to consider when building a virtualization workstation?
89. High end graphics card with onboard memory
90. A compact form factor
91. Dual monitor support
92. Maximum RAM and CPU cores
93. Which of the following is correct about the differences in CAT5 and CAT6 connectors?
94. CAT5 connectors have locking tabs
95. CAT5 and CAT6 use the same connectors
96. CAT6 supports three different wiring standards
97. CAT6 connectors are longer for better contact
98. On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?
99. Additional power to onboard devices
100. Additional power to PCIx peripheral cards
101. Additional power to the south bridge
102. Additional power to the CPU voltage regulator
103. Which of the following characteristics of wireless networks is true?
104. 802.11g operates at 5.0GHz
105. 802.11n has a greater reach
106. 802.11a operates at 2.4 GHz
107. 802.11b is the fastest
108. Which of the following IP addresses can be pinged from the internet?
109. 10.0.0.1
110. 68.14.24.3
111. 172.16.2.1
112. 192.168.1.1
113. 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?
114. RJ-45
115. Parallel
116. RJ-11
117. BNC
118. Which of the following two internet connections commonly utilize an analog phone line?
119. Satellite
120. WiMAX
121. Cellular
122. Dial-up
123. Cable
124. DSL
125. Which of the following is the maximum number of unique addresses in a class C network?
126. 64
127. 128
128. 254
129. 255
130. Which of the following is a public IP address?
131. 10.4.160.1
132. 55.5.254.1
133. 172.17.45.12
134. 192.168.100.100