220-901 comptia

Number: 220-901
Passing Score: 800
Time Limit: 120 min

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Exam A

QUESTION 1
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following lists the correct non-overlapping channels in 2.4 GHz?

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A. 1,6,11
B. 2,4,6,8,10
C. 3,6,9
D. 5,11

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

A technician installed a new docking station for a user and they have lost the ability to connect to the network. Which of the following is the MOST likely reason?

A. DHCP is disabled
B. The network is down
C. Device drivers are not loaded
D. The product is not compatible

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following expansion slots uses a serial connection?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/PCI_Express#Serial_bus

QUESTION 5
Which of the following provides the MOST storage capacity?

A. Floppy diskette
B. Blu-ray
C. DVD
D. CD-ROM

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following provides the BEST protection from brown outs?

A. Surge suppressor
B. Computer power supply with built in surge protections
C. Motherboard with built-in surge protection
D. Uninterruptible power supply

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Proper lifting technique for heavy items is:

A. to use gloves to pick up the item.
B. to squat and lift from the legs.
C. to have two people bend down and pick the item up.
D. to bend down and lift the item up.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A technician needs to configure a computer with an external storage drive. Which of the following interfaces would provide the FASTEST throughput?

A. USB 2.0

B. eSATA
C. CAT5
D. FireWire

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following for which of the following cable style connector?

A. DVI
B. VGA
C. RGB
D. Composite video

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.crutchfield.com/S-zwZUk3RXHNR/learn/learningcenter/home/connections_glossary.html (see composite video jack)

QUESTION 10
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?

A. ESD mat
B. ESD wrist strap
C. Sealable plastic bag
D. Anti-static bag

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A technician needs to replace a computer's hard drive. Which of the following should the technician do FIRST?

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A. Remove network connections
B. Remove the RAM
C. Self ground on the computer case
D. Disconnect power to PC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
When a user's computer boots, a message shows that reads: "Alert! Cover previously removed." Which of the following was configured in the BIOS to cause this alert?

A. Boot sequence
B. Date/time clock settings
C. Intrusion detection
D. Virtualization support

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following ports is used by default for IMAP traffic?

A. 53
B. 110
C. 143
D. 443

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following ports is used for POP3 traffic by default?

A. 25
B. 110
C. 143
D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Post_Office_Protocol

QUESTION 15
Which of the following is the FIRST thing a technician should do before putting their hand inside a computer case?

A. Acquire the appropriate tools that are going to be used.
B. Touch the case to discharge static.
C. Remove loose jewelry.

D. Refer to manufacturer documentation.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following socket types is for an Intel CPU?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/LGA_1156

QUESTION 17
Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

A. RG-6
B. CAT3
C. RG-59
D. Multi-mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A threaded coaxial connector used to connect to a TV tuner is MOST often referred to as which of the following?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ramelectronics.net/howto-av.aspx (see Television (TV/HDTV) connections

QUESTION 19
A dial-up modem uses which of the following types of connectors?

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A. RJ-11
B. RG-59
C. RJ-45
D. RG-6

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
The MAXIMUM transfer rate of eSATA is:

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Serial_ATA

QUESTION 21
A technician installs a new high-end gaming card into a computer but is not seeing any video. Which of the following power connectors did the technician MOST likely forget to install?

A. 4/8-pin 12v
B. 6/8-pin Molex
C. 20-pin main
D. 24-pin main

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Which of the following requires a MINIMUM of four hard drives?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcworld.com/article/132877/RAID.html (see RAID 1+0, 0+1,10)

QUESTION 23
A customer has asked for the ability to operate dual digital monitors. Which of the following is the BEST solution for accomplishing this?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Dual digital monitors can be easily setup by using a video card with multiple DVI ports.
You can set up as many monitors as the DVI ports on the video card allow you to do so.

QUESTION 24
A customer has purchased a 1TB 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 would enable the technician to EASILY accomplish the task? (Select TWO).

A. Replace the existing hard drive.
B. Replace the power supply.
C. Remove the floppy disk.
D. Remove the CD-ROM.
E. Split an existing power connection.

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following pin pairs remain with the same wire color for either T568A or T568B?

A. Pair 1 & 8
B. Pair 2 & 7
C. Pair 3 & 6
D. Pair 4 & 5

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following would be included when documenting the MOST recent policy on corporate behavior?

A. Page numbers
B. Author of the document
C. A complete table of contents
D. Last revision dates and version numbers

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following represents a wiring standard for connectors of twisted pair cables?

A. Fiber
B. T568A
C. IEEE1394
D. CAT5

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following connectors would be found on a coaxial cable? (Select TWO).

A. BNC
B. LC
C. IDE
D. F
E. ST

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following amounts of memory BEST represents the upper limit of RAM when using a 32-bit architecture?

A. 2 GB
B. 4 GB
C. 6 GB
D. 16 GB

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://superuser.com/questions/65191/what-is-the-maximum-amount-of-ram-a-64bit-machine- can-theoretically-address

QUESTION 30
Which of the following would be an example of prohibited content?

A. Third party proxy sites
B. Malicious cookie
C. Detected virus
D. Unwanted pop-up

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
When installing multiple SCSI drives in a system, which of the following is correct?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.textfiles.com/computers/scsi.txt

QUESTION 32
A user, Joe, notices his laptop performance decreases while playing multimedia files. Which of the following would MOST likely increase performance?

A. Install a high-end graphics card with onboard memory.
B. Replace the sound card with a higher quality product.
C. Upgrade the CPU.
D. Increase SODIMM memory.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following would be the MOST important factor to consider when building a virtualization workstation?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Virtualization requires a lot of memory and processing power. If you install 2 or 3 operating systems, you will be needing memory and processors to keep them running in optimal condition. Therefore, you need maximum RAM and CPU cores to make sure you have enough resources for your virtualization platform.

QUESTION 34
A technician completing a server room build out encounters a bundle of un-terminated network cables that are not labeled. Which of the following tools would be the BEST to determine which devices the cables are run to?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
https://answers.yahoo.com/question/index?qid=20120316112333AAKnmIy

QUESTION 35
After making a long CAT5 cable, the technician fears that the cable may have been damaged during the pull, but does not have a cable tester. Which of the following would be the BEST alternative tool to determine whether there are any breaks or shorts in the cable?

A. Multimeter
B. Voltmeter
C. Loopback plug
D. Punchdown tool

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A technician is installing a liquid cooling system for a high-end gaming PC. Which of the following liquids is MOST likely used for cooling?

A. Iodine
B. Mercury
C. Thermal paste
D. Oil

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37

Which of the following ISP types requires an RJ-11 connection to the PC?

A. Cellular
B. Cable
C. Dial-up
D. WiMAX

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A user is trying to print pictures from their camera to a PAN printer. When the user tries to print, the camera states there is no printer paired with the camera. Which of the following is the MOST likely cause?

A. The camera's Bluetooth option is not set for discoverable.
B. Ink needs to be replaced in the printer.
C. Bluetooth is turned off on the printer.
D. The camera does not have the printer drivers installed.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following terms is MOST likely associated with a modem connection?

A. RJ-11
B. 802.11g
C. RJ-45
D. IEEE 1394

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following display types is likely to draw the LEAST amount of power?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Which of the following display types is MOST likely to have problems with light and glare?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following is the MAIN difference between an LCD display and an LED display?

A. The ability to use external displays

B. The source of the backlighting
C. The viewable size of the display
D. The size of the pixel display

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following printer processes would be LEAST suitable for creating archival documents?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The printed area from a Direct Thermal printer can potentially fade over time. If the label is exposed to excessive light or heat the material will darken to the point that text may become unreadable and barcodes may lose their ability to be scanned. For this reason, Direct Thermal printing cannot be recommended for "lifetime" applications. While the readability of labels printed with Direct Thermal printing can vary greatly depending upon the environment that the labels are used in, the printing technology still provides enough of a lifespan for common bar code applications such as shipping labels, receipt labels, and nametag labels.

QUESTION 44
When printing forms that need to be copied using carbon paper, which of the following technologies is BEST suited?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following would a technician need to setup a cable modem at a customer's home? (Select TWO).

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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You need a coaxial cable that carrier TV and internet signals. Attach it to a cable modem and then use CAT5e to connect the computer to the modem.

QUESTION 46
Which of the following characteristics of wireless networks is TRUE?

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A. 802.11g operates at 5.0Ghz.
B. 802.11n has a greater reach.
C. 802.11a operates at 2.4Ghz.
D. 802.11b is the fastest.

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 47
A technician installs a new inkjet printer at a workstation. The new drivers are installed from a CD and a test page runs successfully. When a document containing tables and graphics is printed, it comes out with partial graphics and misaligned tables. Which of the following should the technician do NEXT?

A. Install and test the closest match to that printer model from Windows.
B. Visit the vendor's website and download the most recent driver for that printer.
C. Research the issue on the Internet and try to find a solution.
D. Reinstall the printer driver from the CD that came with the printer.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
A technician has just installed a network card on a Windows 7 computer. Which of the following should the technician do NEXT?

A. Install the manufacturer's drivers
B. Run Windows Updates
C. Reboot the machine
D. Flash the BIOS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A user recently installed a joystick that is used to play video games on their computer. The user notices that the joystick is slowly drifting. Which of the following should the user do?

A. Replace the device
B. Reboot the computer
C. Reinstall the drivers
D. Recalibrate the device

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following IP addresses can be pinged from the Internet?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Any IP address that doesn't start with 192.168 and 10.0.0 can be pinged from internet. These IP addresses are reserved for private network. 172.16.2.1 is not a valid IP address at all because it mixed class C and Class A addresses. 68.14.24.3 is a valid Class A IP address.

QUESTION 51
A technician is tasked with purchasing a wireless router that is backwards compatible with any other wireless device. Which of the following standards should the technician choose?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/IEEE_802.11#802.11n

QUESTION 52
A new server has recently been purchased and needs to have the RAID configured for its four drives. Which of the following RAID levels would be set up to provide the BEST performance and data protection?

A. 0
B. 1
C. 4
D. 5

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://wiki.answers.com/Q/What_is_a_parallel_connector

QUESTION 54

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcguide.com/ref/hdd/if/ide/confJumpering-c.html

QUESTION 55
Which of the following network types uses IrDA for communication?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.rfidc.com/docs/introductiontowireless_standards.htm

QUESTION 56
Which of the following wireless standards operates either exclusively or optionally in the 5.4GHz spectrum?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following characteristics is generally found on a docking station that port replicators do not offer?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/jargon/d/dockstat.htm

QUESTION 58
Which of the following features allows an operating system to access multiple virtual processors?

A. Hyper threading
B. Integrated GPU
C. L2 cache
D. Multiple cores

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59

Which of the following technologies uses a Cold Cathode Florescent Lamp Inverter to backlight the screen?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
For a wireless network configured to use WPA2 with AES encryption, which of the following is the MAXIMUM bit strength of the encryption?

A. 64 bits
B. 128 bits
C. 256 bits
D. 1024 bits

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Which of the following wireless security standards uses AES, and is considered the MOST secure means of encryption?

A. Wireless Protected Access v2
B. Temporal Key Integrity Protocol
C. Wired Equivalent Privacy
D. Wireless Protected Access

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 62
Which of the following would be a necessary step in performing preventive maintenance on a thermal printer?

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A. Replace the print head
B. Apply the maintenance kit
C. Clean the heating element
D. Replace the toner

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following is the MAXIMUM number of unique addresses in a Class C network?

A. 64
B. 128
C. 254
D. 255

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

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

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchstorage.techtarget.com/definition/RAID

QUESTION 65
Which of the following adapters causes the LEAST amount of signal loss?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.buzzle.com/articles/dvi-vs-hdmi-difference-between-dvi-and-hdmi.html (3rd para)

QUESTION 66
Which of the following is a public IP address?

A. 10.4.160.1

B. 55.5.254.1
C. 172.17.45.12
D. 192.168.100.100

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A technician is testing the voltages of connectors on the motherboard. Which of the following connectors would give a reading of 12V?

A. USB
B. Molex
C. SATA
D. IEEE 1394

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A technician needs to set up three wireless AP's in a single small office building. Which of the following channels should the technician select (one channel per AP) to ensure the APs do not interfere with each other? (Select THREE).

A. 1
B. 3
C. 5
D. 6
E. 7
F. 8
G. 10
H. 11

Correct Answer: ADH
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
A company would like to connect multiple departments into one network operations center (NOC), yet provide each department with autonomy from one another and enable them to share their high speed Internet connection. Which of the following devices would BEST enable the NOC to accomplish this?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A customer has a shared printer on their front desk. Both the printer and computer are heavily utilized on a daily basis. The user states the computer is constantly bogged down when they print a large document and would like it fixed. The BEST solution would be to:

A. remove the printer share from the network.
B. attach the printer to a print server.
C. purchase inexpensive inkjet printers for all users.
D. move the print share to another computer.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ecy.wa.gov/programs/hwtr/dangermat/electronic_waste_index.html

QUESTION 72
Joe, a user, requests that a new printer be installed for his SOHO environment. Joe wants to be able to print to the device from any location within the SOHO. Which of the following should be used?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/8/802_11.html

QUESTION 73
Which of the following cable types is LEAST affected in areas of high EMI?

A. UTP
B. Coax
C. STP

D. Fiber

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Fiber optic cable is not affected by electro magnetic interference because it is related to optics technology and doesn't have parts that might be affected by EMI.

QUESTION 74
Which of the following private network types would MOST likely be used for a corporation with 100,000 employees?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Ann, a customer, has an older printer that has no network or USB connection but she still would like to use it on her new machine. Which of the following would be the MOST likely card a technician should install?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://en.wikipedia.org/wiki/PC_Card

QUESTION 76
Which of the following cards would utilize a 4G signal to provide Internet access?

A. Wi-Fi cards
B. Cellular cards
C. Sound cards
D. USB cards

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A technician, Joe, is working on a small form factor PC and needs to install an additional NIC card. Upon closer inspection, Joe notices that he cannot close the case with the new NIC installed. Which of the following cards does Joe need to complete the installation?

A. FireWire card
B. Parallel card
C. Storage card
D. Riser card

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
Older laptops that did not use LEDs used which of the following to power the backlight lamp?

A. Cathode
B. Inverter
C. Solenoid

D. Plasma

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Which of the following memory types is MOST commonly found in servers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following can be used as the default gateway for the 192.168.1.0/24 network?

A. 192.168.0.1
B. 192.168.0.255
C. 192.168.1.0
D. 192.168.1.10

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81

A home user wants to configure the wireless AP for gaming. Some games require that dynamic inbound communication be allowed for the game to work properly. Which of the following should the user configure on the AP to ensure games will work properly when dynamic communication is required while maximizing security?

A. NAT
B. DMZ host
C. WPS
D. Port triggering

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Which of the following should the technician configure on a WAP to conceal the data being sent by the wireless clients?

A. Enable MAC filtering
B. Disable SSID broadcast
C. Enable WEP
D. Decrease the AP transmit power

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
Which of the following devices uses a list of MAC addresses to direct packets to the appropriate interface?

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

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

A. Bridge
B. Fax machine
C. Repeater
D. Modem

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

A. CMOS Battery
B. Mini-PCI Card
C. Inverter
D. DC Cord

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how-does_5011808_inverter-work-laptop.html

QUESTION 87
Which of the following devices requires 3.3V of power from the motherboard?

A. SLI Video Card
B. DVD-ROM Drive
C. USB Port
D. Serial Port Card

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Multicast addresses fall in which of the following classful address ranges?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 89
Which of the following translates digital signals into analog for transmission over phone lines?

A. SAN
B. VoIP
C. Modem
D. Bridge

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

A. CAT5e
B. CAT6
C. RG-59
D. STP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following cable types should always be used through life safety areas?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

QUESTION 92
Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 2.4GHz frequency?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. DL DVD Burner
B. LTO Drive
C. CD Burner
D. Blu-Ray Burner

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Laser printers and thermal printers both use a heating element to function. Which of the following differentiates them?

A. Laser printers require a liquid pigment.
B. Thermal printers use device specific stock.
C. Laser printers do not require thermal toner.
D. Thermal printers utilize refillable heat toner.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
When referring to laser printing, which of the following describes the development process?

A. The corona wire places a static charge on the drum.
B. Toner is pulled to the charged areas of the drum.
C. Toner is pulled from the drum to the paper.
D. The toner is permanently affixed to the paper.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following would MOST likely be found on a docking station versus a port replicator?

A. USB Hub
B. VGA Port
C. PS/2 Slot
D. DVD-ROM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Docking stations have DVD ROM whereas Port replicator has only ports.

QUESTION 97
A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

A. USB
B. Infrared (IR)
C. Bluetooth
D. Wireless

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
ESD mats are useful for protecting against which of the following hazards?

A. Chemical burns
B. Electromagnetic interference

C. RF interference
D. Static buildup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
When a technician suspects prohibited activity on an organization's network or computers, which of the following is the FIRST step they should take?

A. Confirm an actual infraction has taken place
B. Confront the suspected person with incident details
C. Notify others so that peers will stop the activity
D. Erase the contents of the user's computer and disable their account

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

A. Blu-Ray writer
B. DVD-RW drive
C. Dual Layer DVD burner
D. CD-ROM burner

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
Which of the following printer types requires calibration to ensure the nozzle is adjusted to print properly?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/inkjet-printer.htm

QUESTION 102
A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

A. Replace the CPU heat sync with a high RPM fan
B. Purchase an energy efficient power supply
C. Not over-clocking the CPU
D. Liquid cooling system

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/liquid-cooled-pc.htm

QUESTION 103
Which of the following wireless standards operates at 5GHz? (Select TWO).

A. 802.11a
B. 802.11b

C. 802.11bg
D. 802.11g
E. 802.11n

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

A. Discharge all capacitors inside the PSU
B. Remove all jewelry
C. Ensure the PSU is plugged into a grounded electrical socket
D. Ensure humidity levels within the room are lowered
E. Put on an anti-static wrist strap

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
Which of the following devices uses both light and a lens to facilitate data warehousing?

A. Digitizer
B. Touch screen
C. Barcode reader
D. Camera

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

A. Report through proper channels
B. Document the changes
C. Continue to track more evidence
D. Preserve the chain of custody

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
This is the breach of security. You need to report through proper channel to the senior management about this breach. You can report to your supervisor and he/she can report to higher authorities for further investigation.

QUESTION 107
Which of the following supports a MAXIMUM frequency of 100MHz?

A. Cat5
B. Cat5e
C. Cat6
D. Cat6a

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
A brand new datacenter has been wired with all CAT6a wiring. A technician has been tasked to immediately install and boot up an already configured mission critical file server. Prior to turning the server on, the technician realizes that they had brought CAT5e patch cords by mistake.

Which of the following should the technician do?

A. Install the CAT5e cable, boot the server and then return and replace it later.
B. Inform the customer and recommend temporarily using the CAT5e cable.
C. Install the CAT5e cable, document the installation and leave the premises.
D. Inform the customer that the server will be available as soon as a CAT6a cable is acquired.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
Which of the following helps law enforcement show accountability for evidence as it was gathered?

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A. Drive hashing
B. Chain of custody
C. Drive image creation
D. Court subpoena

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following MUST the technician know in order to add the printer to the environment?

A. IP address of the printer
B. MAC address of the printer
C. Subnet mask of the network
D. Firmware version of the printer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
A technician has been asked to install a printer on a Windows XP machine. Through which of the following Control Panel utilities will the technician install the printer?

A. Printers and Devices
B. Devices and Printers
C. Printers and Faxes
D. Devices

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_windo w

QUESTION 112
A technician has been asked to install a printer on a Windows 7 machine. Through which of the following Control Panel utilities will the technician install the printer?

A. Printers and Devices
B. Printers
C. Devices and Printers
D. Printers and Faxes

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 113
A technician has been asked to share a laser printer amongst the users in an HR workgroup. The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

A. 802.11x
B. PAN
C. USB
D. Infrared (IR)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
A technician has been asked to identify the unknown network addresses from a series of printers attached to the network via external hardware printer servers. Which of the following will provide the technician with the necessary information?

A. Performing a device self test print page from each printer
B. Performing a device print page from each print server
C. Performing a device factory reset on each print server
D. Performing a PING of each device address without the FQDN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
RAID 5 requires a minimum of how many hard drives?

A. 1
B. 2
C. 3
D. 4

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

A. Availability of compatible power connectors
B. Adequate hard drive capacity
C. Correct CPU clock speeds
D. Correct Master/Slave jumper settings
E. Proper orientation of the data cable

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
A laser multi-function device in an office is able to scan documents, but users are reporting that when they try to make copies they receive an error. Which of the following troubleshooting steps should a technician try FIRST?

A. Apply a new preventative maintenance kit.
B. Ensure the MFD is connected and on the network.
C. Replace all empty ink cartridges in the MFD.
D. Check the toner level to see if it is low.

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 118
When installing a laptop at a desk that will be using stationary dual monitors, which of the following ports should be used? (Select TWO).

A. VGA
B. IEEE 1394
C. PCIe
D. PCMCIA
E. ExpressPort
F. HDMI

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
Which of the following is the maximum throughput of a USB 3.0 connection?

A. 800 Mbps
B. 3 Gbps
C. 4.8 Gbps
D. 10 Gbps

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
Which of the following types of connectors can use a maximum of 8 strands of wires?

A. RJ-11
B. RS-232
C. RJ-45
D. BNC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
A system board has six slots for memory chips, aligned in two banks. Which of the following is the optimal memory configuration this board supports?

A. Multi Mode
B. Dual Channel
C. Triple Channel
D. Single Channel

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would MOST likely be required to facilitate installation?

A. RAID card
B. CNR card
C. Riser card
D. MCA card

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
Which of the following network cable types has the longest range?

A. CAT5e
B. Single-mode fiber
C. Multi-mode fiber
D. CAT6

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
A technician is asked to repair a broken Ethernet jack in a conference room. Which of the following tools would the technician use when repairing the wall jack?

A. Crimper
B. Toner probe
C. Punchdown tool
D. Multimeter

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 125
A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

A. File and printer sharing
B. Internet connection sharing
C. Enable printer duplexing

D. USB hub

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 126
Which of the following is the MAXIMUM number of 10Mb audio files that a user can store on a CD- RW?

A. 50
B. 70
C. 100
D. 120

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
Which of the following connectors provides the capability to pass both analog and digital signals?

A. VGA
B. BNC
C. DVI-I
D. USB 3.0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

A. Replace the print head with OEM replacement.
B. Use a cotton swab and alcohol to clean the print head.
C. Use the printer manufacturer's cleaning kit to clean the print head.
D. Use an industry approved cleaning kit to clean the print rollers.
E. Use the printer manufacturer's cleaning kit to clean the print rollers.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

A. Punchdown
B. Loopback plug
C. Multimeter
D. Crimper

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
Which of the following devices uses MAC tables to allow multiple computers to access a single network connection?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
Which of the following laser printer components will flip the paper to allow for printing on both sides?

A. Paper registration assembly
B. Paper pickup assembly
C. Duplex assembly
D. Image transfer belt

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 132
A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer?

A. Install a manufacturer recommended maintenance kit
B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers
C. Install the fuser and also replace the high voltage power supply
D. Install the fuser as the paper jams were probably also caused by the defective fuser

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 133
Which of the following is used to provide secure file storage to network users only?

A. NAS
B. IMAP
C. SAN
D. SSH

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchstorage.techtarget.com/definition/network-attached-storage

QUESTION 134
A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do NEXT to finish the NIC installation?

A. Change the computer and DNS server's IP addresses in the Action Center
B. Use ipconfig to check the current settings and Network Connections to make changes
C. Assign the NIC an APIPA address using ipconfig and the network setup wizard
D. Reboot the computer and configure the necessary network settings in the BIOS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
Which of the following Internet connection types has the HIGHEST latency?

A. WiMAX
B. Satellite
C. Fiber
D. Dial-up

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
Which of the following would BEST describe the capabilities of a 64-bit operating system?

A. Capable of managing dual NICs.
B. Capable of effectively managing 1TB SSD.
C. Capable of managing more than 4 displays.
D. Capable of utilizing 128GB RAM.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
Joe, a user, wants to modify the fan speed settings on his PC. Which of the following locations allows the fan speed settings to be changed?

A. BIOS
B. Device Manager
C. Motherboard Jumpers
D. Computer Management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
A user has purchased a new touch screen tablet and is reporting that the touch interface is extremely inaccurate and almost unusable. Which of the following actions should a technician take FIRST to resolve the issue?

A. Return the tablet to the manufacturer
B. Give the user a stylus to use
C. Calibrate the touch interface
D. Verify touch interface connectivity inside the screen

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed image is always visible?

A. Resolution
B. Lumens
C. Anti-glare filter
D. Bulb life

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
A common method of accessing computers remotely that uses port 23 is known as?

A. LDAP
B. RDP

C. Telnet
D. FTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.speedguide.net/port.php?port=23

QUESTION 141
Which of the following allows for audio and video connections using a single cable?

A. HDMI
B. Parallel
C. DVI-A
D. eSATA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 142
Which of the following standards is an expansion card slot used only for graphics?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

A. Prepare a hot spare in preparation for the next repair
B. Document all of the services provided
C. Communicate the status of the repair with the CEO
D. Offer other repair options if they are available

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
Modern laptop screens are much brighter because of advances in which of the following technologies?

A. LED
B. Batteries
C. Inverter
D. Plasma

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 145
A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

A. Software only
B. Bluetooth
C. Function keys

D. WiFi switch

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 146
A technician wants to simplify users' wireless configuration in a new remote office. Which of the following must be configured on the access point to allow wireless clients to automatically negotiate secure authentication with the SOHO access point?

A. Enable QoS
B. Enable SSID Broadcast
C. Enable WPS
D. Enable MAC filtering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

A. Hyperthreading
B. Intel SSE3
C. L2 Cache
D. S.M.A.R.T.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
Which of the following cable types designates that it can safely be run through a drop ceiling?

A. STP
B. Plenum
C. CAT5e
D. UTP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

A. SATA
B. SCSI
C. USB
D. EIDE

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/SCSI

QUESTION 150
By default, which of the following ports is used for SMTP?

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A. 21
B. 25
C. 110
D. 143

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 151
A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
Joe would like an Internet connection that is always on, stable, and not influenced by atmospheric conditions. Which of the following Internet connection types would BEST meet Joe's requirements?

A. Dial-up
B. Mobile Hotspot
C. Satellite
D. Cable

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

A. Create an image of the hard drive and store it on a NTFS drive.
B. Remove and secure any HDD from the computer, documenting the process.
C. Store the computer in the server room until it is required.
D. Lock the user out of the computer and let another employee use it until needed.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
Which of the following wireless standards operates at 5 GHz and has a maximum speed of 54 Mbps?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
Ann, a user, brings her laptop in and reports that it is no longer charging. Additionally, the laptop can no longer stay powered on even when plugged in. Which of the following hardware components is MOST likely in need of replacement?

A. Hard drive
B. Memory modules
C. System fan
D. Wireless card
E. System board

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156
Joe, a user, has a new slim profile laptop and is in need of additional USB ports. He has also requested FireWire connection capabilities which his laptop does not provide. Which of the following would BEST fit the specifications Joe has provided?

A. A docking station
B. An external USB hub
C. A USB to FireWire converter
D. A cable lock

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

A. Inventory spreadsheet
B. MSDS
C. Project management plan
D. EULA

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

A. 254
B. 65 Thousand
C. 16.3 Million
D. 340 Trillion

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
Which of the following is an advantage of an IPv6 network?

A. Virtually unlimited number of network addresses
B. Backwards compatible with all network devices and operating systems
C. Less security concerns
D. Higher available speed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 160
Which of the following connection types is capable of transmissions speeds up 100 Gbps?

A. Fiber

B. Coaxial
C. Infrared
D. DSL

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 161
Which of the following wireless transmission methods requires line of sight?

A. Infrared
B. RFID
C. 802.11a
D. Bluetooth

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://electronics.howstuffworks.com/remote-control2.htm

QUESTION 162
Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

A. Security breaches
B. Electrical shock
C. Chemical burns
D. Equipment theft

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 163
A user has a CAD / CAM workstation that is to be reconfigured into a Gaming PC. Which of the following would be the EASIEST and MOST effective upgrade?

A. Add better Sound Card
B. Install a TV Tuner
C. Add additional L2 cache
D. Install USB 3.0 Card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 164
Which of the following would be used to connect two remote sites?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
A bank wants to maximize the security of employee computer data displayed on their screen.
Which of the following would BEST accomplish these goals?

A. Keyboard filters
B. Privacy filters

C. Screensavers
D. Secure display drivers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

A. CAT5e
B. CAT3
C. Fiber
D. RG-6

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select TWO)

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A. Cooling fans
B. RAM
C. Number of CPU cores
D. Storage space

E. PCIe slots

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Older video cards used S-video to output to a TV. This standard has been replaced by:

A. FireWire.
B. SCSI.
C. coaxial.
D. HDMI.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

A. Use non-technical terms.
B. Use the appropriate acronyms.
C. Use proper technical terms.
D. Use email to ensure a written record.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 170

Most notebook PCs have their WiFi antenna located in the:

A. LCD.
B. WiFi card.
C. I/O area.
D. top cover.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
Which of the following displays has the HIGHEST Hz frequency?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
Which of the following devices can be used to merge traffic between two different network topologies?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 173
A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the MOST likely cause of the issue?

A. The display is defective and needs to be replaced.
B. The SATA controller is disabled in the BIOS.
C. The PCIe 6-pin power cable is not connected to the high-end video card.
D. The CPU is not powerful enough to provide adequate speed to the system.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
Which of the following RAM types is used if it is labeled as 4 GB PC1333?

A. RAMBUS
B. DDR3
C. SDIMM
D. SIM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
Which of the following versions of Windows XP would a technician MOST likely install for a small business?

A. Windows XP Professional 64-bit

B. Windows XP Professional
C. Windows XP Media Center
D. Windows XP Home

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 176
Which of the following is the subnet mask for a Class A IP address?

A. 127.0.0.1
B. 255.0.0.0
C. 255.255.255.0
D. 255.255.255.254

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177
Which of the following BEST explains how the data rate is doubled in DDR RAM?

A. CPU clock speed is doubled
B. Uses 64-bit instead of 32-bit architecture
C. Memory clock speed is doubled
D. Data transfer on both clock edges

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
A technician is building a custom gaming computer. Which of the following is the FASTEST memory the technician can use?

A. DDR2 CAS7
B. DDR3 CAS9
C. DDR3 CAS10
D. DDR3 CAS11

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 179
A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

A. 3 Core
B. 4 Core
C. 8 Core
D. 12 Core

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
An older laptop does not have Wi-Fi capability but has some rectangular slots on its side. Which of the following is the port that would take a Wi-Fi card in this laptop?

A. SODIMM
B. PCMCIA
C. SD

D. Compact flash

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

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Exam B

QUESTION 1
Which of the following is an advantage of dynamic addressing?

A. To allow hosts with different subnet masks to communicate
B. To prevent host computers from staying at one address
C. To allow easy addition of new hosts to the network
D. To allow hosts to use multiple addresses at the same time

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
DNS on a client computer provides which of the following functions?

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A. Communicate with a remote server for user login validation
B. Communicate internally with cached tables for address assignment
C. Communicate with a remote server for address assignment
D. Communicate with a remote server for address resolution

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

Which of the following network topologies is MOST likely to affect other devices on the network if there is a problem with one of the devices?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following Internet connection types would be MOST susceptible to interference from weather? (Select TWO).

A. Dial-up
B. Line-of-sight
C. Satellite
D. Cable
E. DSL

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which of the following diagnostics is performed at POST?

A. RAM Self Check
B. Temperature Check
C. Hard Disk Parity Check
D. Plug and Play Compliance Check

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following connection types is rated at transfer speeds of 480 Mbps?

A. USB 1.1
B. USB 2.0
C. 1394b
D. 1394a

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following levels of RAID is MOST likely to increase performance while NOT offering additional reliability?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A contractor has removed a wall jack and thrown it away. There is no longer a line number on the network cable. A technician attaches a far end connector and proceeds to several wiring closets to find the patch panel location of the cable. Which of the following tools will the technician need for this job?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
The company is considering adding Bluetooth printers to the environment. In Windows 7, how would a technician add a Bluetooth printer?

A. Start >Printers and Devices >Add a Printer >Add a local printer
B. Start >Control Panel >Device Manager > Add a Network, Wireless, or Bluetooth printer
C. Start >Control Panel >Device Manager > Add a Bluetooth printer
D. Start >Printers and Devices >Add a Printer >Add a Network, Wireless, or Bluetooth printer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following connector types does CAT5e require to connect it from a PC to a switch or router?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
During the installation of a wireless router at a small business, it is noted that some of the wireless clients support WPA2 and some of the clients support WPA. Which of the following encryptions should be set on the router?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following cable types is rated to transmit a MAXIMUM of 10 Mbps?.

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
When building a RAID 10 array, which of the following is the minimum number of drives that have to be installed?

A. 2
B. 3
C. 4
D. 5

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following is the correct configuration for a RAID 5 array?

A. A two disk set with one data strip
B. A three disk set with two data strips and a parity strip
C. A two disk set with two data strips
D. A four disk set with two sets of data strips

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
A user has a new laptop with a quad-core processor, and wants to increase the memory of the unit. Which of the following memory types would be the BEST choice?

A. DIMM
B. RIMM
C. SIMM
D. SODIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following is the MOST critical component related to removing heat from the CPU?

A. Vented case
B. Number of fans
C. Thermal paste
D. Liquid cooling

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following is the form factor of a standard S-video connector?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.kioskea.net/contents/180-db25-connector

QUESTION 18
Which of the following network devices broadcasts all data to all users?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following cooling types would MOST likely be recommended for a home theater PC?

A. Nitrogen
B. Liquid
C. Fan/heatsink
D. Passive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following Internet connection types will offer a more consistent upload and download speed?

A. DSL
B. ISDN
C. Satellite
D. Fiber

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following describes a function of dual data rate memory?

A. Correcting errors in memory twice per clock signal
B. Reading and writing twice per clock signal
C. Refreshing the level 3 cache twice per clock signal
D. Reading or writing twice per clock signal

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
The network printer is locking up and printing garbled text. When the user cancels the job from their local print queue, nothing happens. Which of the following is the MOST likely cause?

A. The printer needs to be power cycled to clear the job.
B. The print server's queue needs to be checked.
C. The printer needs to be set to factory defaults.
D. The user's workstation needs to be rebooted.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A user reports that the workstation next to them has prohibited material on the screen. Which of the following should the technician do FIRST?

A. Unplug the network
B. Ask the user for their password

C. Identify what files are open
D. Power off the workstation

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
The security team has implemented new guidelines on how to handle sensitive information stored on workstations based on a past incident involving information found on donated workstations. Which of the following should be completed by technicians before donating the workstations?

A. Install a new operating system
B. Delete users' data before donation
C. Write the drive with 1's and 0's three times
D. Delete all partitions of the hard drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A technician has installed a new motherboard in a workstation, but after hardware tests, the motherboard has failed. Which of the following should the technician do FIRST before replacing the motherboard?

A. Reseat all power connections.
B. Remove the CMOS battery.
C. Install the graphics card.
D. Ground to the case.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following wireless networking standards can operate at two different frequencies simultaneously?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A user reports that when printing to the laser printer there is a constant blank spot on every page. Which of the following should the technician do NEXT to resolve the issue?

A. Replace the toner cartridges.
B. Use compressed air to clean out any debris.
C. Reset the printer to factory defaults.
D. Reinstall the printer drivers on the user's workstation.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following represents fan connector sizes on a motherboard?

A. 1-pin and 2-pin
B. 1-pin and 3-pin

C. 2-pin and 3-pin
D. 2-pin and 5-pin

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A technician is examining a UTP cable and notices that pins 1, 2, 3, and 6 are not the same on both ends of the cable. Which of the following is the type of cable the technician has?

A. Coaxial cable
B. Cross over cable
C. Patch cable
D. Plenum cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
A customer had a small electrical fire in one of their older home computers but it was easily put out because there was a box of baking soda in the kitchen. In the future the customer wants to be better prepared. The customer contacts the technician for the right fire extinguisher. Which of the following should be recommended? (Select TWO).

A. Class K extinguisher
B. Bigger box of baking soda
C. Class ABC extinguisher
D. Class B extinguisher
E. Class C extinguisher

Correct Answer: CE
Section: (none)

Explanation

Explanation/Reference:

QUESTION 31
Upon entering a computer room, a technician is shocked by a static electricity discharge when touching one of the computers. Which of the following environmental controls should be adjusted so that technicians will not be shocked in the future?

A. The temperature must be increased.
B. The humidity level must be decreased.
C. The temperature must be decreased.
D. The humidity level must be increased.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which of the following is TRUE of RAMBUS memory in Pentium 4 era PCs?.

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A. All unused RAMBUS slots need to be filled with CRIMM dummy chips.
B. RAMBUS chips can be mixed and matched for numerous sizes and speeds in a given system.
C. RAMBUS memory provides more throughput and maximum speed than DDR3.
D. RAMBUS slots are backwards compatible with DDR1 memory.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Small form factor PCs that utilize full-height PCI and PCI-Express cards need which of the following supplementary items to allow for proper installation?

A. FireWire cards
B. Riser cards
C. Storage cards
D. Network cards

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Which of the following is a clear characteristic of an IPv6 Internet address?

A. 32 bit length
B. APIPA compatibility
C. 128 bit length
D. 64 bit length

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
The term "WAN" is commonly used when describing which of the following networks?

A. Mesh
B. Local Wi-Fi network
C. Internet

D. Ad hoc Wi-Fi network

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which of the following is BEST used for fire safety to prevent toxic fumes during a fire?

A. Multi-mode cables
B. Single-mode cable
C. PVC cables
D. Plenum cables

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following devices forwards any packet to all ports regardless of the packet address?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38

Which of the following appliances can function as a connection point between network devices as well as provide access to the Internet?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following laptop hardware would be the LEAST likely to be replaced?

A. CPU
B. Display screen
C. RAM
D. Hard drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following ports is associated with HTTPS?

A. 53
B. 80
C. 443
D. 3389

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 41
How should a technician respond in a situation where a user is very upset about a repeated problem?

A. Be nice and inform the user that they are committed to try to fix the problem.
B. Ask how the user's family is doing and other current affairs to create a calm atmosphere.
C. Be courteous and assure the user that they will take responsibility for the resolution.
D. Greet the user in a friendly manner and assure the user that they will fix all of the problems the user has caused.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A building has five rooms each with their own switch. All network packets from each room pass through room five's switch prior to reaching any PC or the Internet. Which of the following LAN topologies is being used at this company?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
A customer needs 4 new systems for their engineering design department. Which of the following options would BEST satisfy the client's requirements? (Select TWO).

A. USB 3.0
B. DVI output
C. Thin client
D. Workstation
E. Fast Ethernet

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
A technician has been dispatched to install a maintenance kit in a laser printer. Which of the following components should the technician avoid touching when performing the installation?

A. Fuser housing
B. Transfer roller
C. Pickup roller
D. Toner cartridge

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following is a type of Fiber connector?

A. RJ-45
B. BNC
C. F-Connector
D. ST

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 46
Which of the following socket types supports an Intel iCore second generation processor?

A. 775
B. 1155
C. 1156
D. 1366

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
A printer using multi-part forms has just had the ribbon replaced. After running a print job, the end user reports that the print is not visible on the third and fourth copies of the form. Which of the following will correct the issue?

A. Decrease the character per minute rate
B. Increase the platen gap
C. Increase the character per minute rate
D. Decrease the platen gap

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following describes a Class A IP address?

A. The last octet is between 1 and 128 with a subnet mask of 255.0.0.0

B. The first octet is between 1 and 128 with a subnet mask of 255.255.255.0
C. The first octet is between 1 and 128 with a subnet mask of 255.0.0.0
D. The last octet is between 1 and 128 with a subnet mask of 255.255.255.0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following is the valid port for remote desktop protocol?

A. 110
B. 443
C. 3389
D. 8080

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following would be the MOST common use for a cable with a DE-15 connector?

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A. SCSI
B. Printer
C. RS-232 Serial
D. VGA Video

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
An administrator creates a server to be used for translating a device IP address into a network name. Which of the following ports MUST be enabled for this server?

A. 21
B. 53
C. 80
D. 110

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
A customer requests a technician to build a Home Server PC with a RAID array. The customer will be using a NAS as a backup system. Which of the following RAID configuration with SATA hard drives would provide the BEST performance?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53

Which of the following is another description of a default gateway?

A. The DNS server
B. The inverse subnet mask
C. The route of last resort
D. The subnet network address

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following uses RTP or SIP for communication between devices?

A. Bridge
B. NAS
C. Modem
D. VoIP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
The imaging process of a laser printer includes which of the following steps?

A. Submitting
B. Formatting
C. Cleaning
D. Duplexing

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 56
Impact printers use which of the following technology combinations for generating printed output?

A. Pin / Ribbon
B. Nozzle / Ink
C. Drum / Toner
D. Heat / Ribbon

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
When diagnosing potential RAM issues, which of the following should be checked for proper configuration?

A. Bus speeds
B. Fan speeds
C. UAC configuration
D. CMOS battery voltage

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A technician configures a new laptop for a customer and tests it before packing it up. When the laptop arrives, it is unable to connect to any wireless networks. Which of the following should the technician instruct the customer to check FIRST?

A. Amount of Installed RAM

B. Updated WiFi drivers
C. CMOS battery
D. External toggle switch

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 5GHz frequency?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A user has a wireless home office and would like to add file storage and print server to the domain. The user has only enough funds to upgrade one feature on the server. Which of the following would be the MOST beneficial upgrade for this PC role?

A. Add a second multi-core processor for faster computations
B. Add a Gigabit Ethernet card for fast file transfers.
C. Replace Windows XP Professional with the newer Windows 7 Home Premium
D. Add an additional hard drive to create a RAID 0

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A user has 350 Gigabytes worth of videos they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. Zip Drive
B. DVD Burner
C. LTO Drive
D. Blu-Ray Burner

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A user has powered off their computer after a suspected attack and breach. A technician has been assigned to pick up the PC and deliver it to the corporate office. Which of the following should the technician do after receiving the PC?

A. Record what the user experienced, the times they experienced it and the effects of the breach
B. Image the drive and create a drive hash to prove the contents were not changed in transit
C. Document the customer and technician's names, what was received, and the time
D. Remove the hard drives as they will be installed into a PC on a "Safe LAN" in the corporate office

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
A user has a PoE device that does not power on. The technician believes that the switch may not be outputting the appropriate amount of power to the device. Which of the following could be used to test this hypothesis?

A. Multimeter
B. Toner probe

C. Lineman's handset
D. Loopback plug

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A technician is troubleshooting an IDE hard drive that is emitting a humming sound. They suspect a faulty connector. Which of the following voltages should be supplied through the power connector to an IDE hard drive? (Select TWO).

A. 3V
B. 5V
C. 5.5V
D. 9V
E. 12V
F. 20V

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
An internal SATA connected hard drive can share a data cable with how many other drives?

A. 0
B. 1
C. 2
D. 3

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A company is using employees to load up skids with CRTs and need to have them removed. Which of the following concerns is MOST appropriate regarding environmental safety concerns?

A. Proper lifting technique
B. Disposal regulations
C. Equipment grounding
D. Electromagnetic interference
E. Electrical fire safety

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A docking station differentiates itself from other laptop peripherals in which of the following ways?

A. It allows the connection of external hard drives.
B. It adds additional ports and connections.
C. It allows for an external monitor to be connected.
D. It allows the laptop to be securely locked.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which of the following printer types uses an imaging drum as part of the printing process?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.inktechnologies.com/blog/what-is-an-imaging-drum/

QUESTION 69
Which of the following is a characteristic of single-mode fiber compared to multi-mode?

A. Multi-mode fiber is resistant to EMI while single mode is not.
B. Single-mode fiber uses laser while multi-mode does not.
C. Multi-mode fiber supports lower speeds than single-mode.
D. Single-mode fiber uses light, while multi-mode can use light or RF.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A user would like to install an external optical drive that allows for the largest capacity burning capability with the ability to re-write discs. Which of the following technologies should the technician recommend to the customer?

A. CD-RW
B. JAZ
C. DVD-RW DL
D. BD-RE

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
After identifying illegal activity on a small business computer, a business owner asks the office secretary to log into the system to retrieve various files. Which of the following aspects of procedural forensic analysis were violated in this scenario?

A. Data preservation
B. Proper channel reporting
C. Initial response identification
D. Tracking of documentation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
Which of the following is the MAXIMUM data transfer rate of Bluetooth v3.0?

A. 1Mbps
B. 3Mbps
C. 24Mbps
D. 54Mbps

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
Which of the following is the MAXIMUM connection distance of a Bluetooth device?

A. 10 feet (3.05 meters)
B. 30 feet (9.14 meters)
C. 100 feet (30.48 meters)
D. 300 feet (91.44 meters)

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
Which of the following frequencies does Bluetooth use?

A. 900MHz
B. 1.8GHz
C. 2.4GHz
D. 5GHz

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A technician has been asked to configure a printer to be shared amongst the users in a small workgroup. Each computer in the workgroup utilizes an existing wireless router for network connectivity. The printer to be configured only connects via USB. Which of the following should be implemented to share the printer so that implementation costs are kept to a minimum?

A. Connect the printer to a computer within the workgroup and share it from that computer

B. Connect the printer to the wireless router and assign it its own network address
C. Connect the printer to an external hardware print server and share it amongst the workgroup
D. Connect the printer to a USB hub that each computer in the workgroup has access to

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A technician has been asked to procure a video adapter solution for use in commercial graphics design and CAD/CAM system. The solution should utilize specialized drivers to provide additional system stability. Which of the following solutions would BEST meet the user's needs?

A. Dual cards in a CrossFire configuration
B. TV Tuner card with HDMI output options
C. CUDA enabled line of graphics cards
D. Dual cards in an SLI configuration

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
In which of the following situations should an MSDS be consulted?

A. A new cleaning solution is used
B. The corner of a desk snaps off
C. An office window is shattered
D. Soda is spilled on the floor

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
Joe, a technician, is installing a wireless inkjet printer into a small office. He wants to minimize long term issues connecting to the printer from any workstation and ensure easy access to its configuration page. Which of the following steps would ensure this?

A. Share the printer on the directory.
B. Plug an Ethernet cord in as well.
C. Turn off all DHCP on the network.
D. Configure a static IP for the printer.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Anne, a technician, is asked to immediately fix a CEO's tablet that is not connecting to the network, and she realizes it is missing its static IP settings. When she returns to her desk with the tablet to research the correct settings, the CEO comes over and berates her for walking away with the equipment. Which of the following is the BEST way to handle this situation?

A. Hand the tablet back unfixed so the CEO is immediately appeased.
B. Politely explain the reason for removing the tablet and return it after inputting the settings.
C. Complete the settings fix before handing the tablet to the CEO, then immediately inform her Manager.
D. Calmly explain why she was correct for taking the tablet.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following slots would MOST likely be used to install and configure a modern RAID card?

A. PCIe

B. AGP
C. CNR
D. ISA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
Which of the following RAID types employs two identically sized disks and creates a mirror for data redundancy purposes?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Which of the following 802.11 wireless standards provides a maximum of 54Mbps data transmission over an uncongested 5GHz spectrum?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
When replacing components inside of a computer, which of the following should be worn to prevent electro-static discharge?

A. Safety goggles
B. Grounding strap
C. Safety shoes
D. Canvas gloves

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following components would MAXIMIZE I/O performance of a graphic design workstation?

A. High performance GPU.
B. Maximum RAM
C. Solid State Drive
D. Multicore CPU

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following components needs to be maximized to improve performance in a workstation used for virtualization? (Select TWO).

A. Network speed
B. RAM
C. Disk space
D. USB ports

E. CPU cores
F. Video cards

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
Which of the following protocols would be BEST used to access the command line interface of a router securely?

A. TELNET
B. HTTP
C. SSH
D. SFTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A technician is advised that a laptop battery is no longer charging. Which of the following is the BEST way to begin diagnostic testing for a battery?

A. Unplug the power supply from the laptop.
B. Reboot into the BIOS.
C. Test the battery with a multimeter.
D. Remove the battery and run on AC power.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
The boot process of a laptop is slow and often displays "no operating system found". Which of the following would BEST solve these problems?

A. Ensure MBR is properly formatted.
B. Disable CD/DVD from boot options.
C. Place HDD on top of boot options.
D. Remove any external USB drives during boot.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
Which of the following expansion slots would be MOST commonly used to add peripheral devices onto laptops?

A. SD Card Slot
B. PCMCIA
C. DIMM
D. SODIMM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Joe, a technician, is attempting to install a new printer on a Windows 7 Enterprise x86 machine. Upon inspection, Joe finds that he only has access to a 64-bit driver for the printer. Which of the following scenarios BEST describes the outcome of this situation?

A. As long as the driver is signed, it should work with this version of Windows.
B. As long as the driver is IA-64 compatible, it should work with this Windows version.
C. Joe should install the driver using Windows Vista compatibility mode.
D. A 32-bit driver will have to be found in order to install the printer.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
A new high security printer is being installed at a small office, with the requirement that only connectivity over direct line of sight be allowed. Which of the following technologies would BEST achieve this goal?

A. FireWire
B. Bluetooth
C. Infrared
D. 802.11n

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Ann, a user, has requested help to choose a new workstation for her design business. Which of the following would be the MOST important feature of a new workstation?

A. FireWire adapter card
B. High performance graphics card
C. Surround sound audio card
D. USB 3.0 port

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Which of the following cable types has extra shielding built into the cable to guard against EMI?

A. UTP
B. Multimode
C. STP
D. Single-mode

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Replacing which of the following laptop components may also replace the power inverter board?

A. PCMCIA slot
B. LCD screen
C. Hard drive
D. WLAN card

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
Joe, a technician, is asked to replace the LCD panel portion of a laptop screen. Upon removing the outside cover, Joe finds loose wires surrounding the LCD panel. Which of the following is the MOST likely purpose of these wires?

A. Reduces EMI for a clearer video picture
B. Wiring for an a Bluetooth adapter
C. Antennas for the wireless network card
D. Connections for a high performance video card

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following printer components is responsible for flipping the paper over to allow printing on both sides?

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A. Fusing assembly
B. Image transfer assembly
C. Duplexing assembly
D. Paper registration assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
Which of the following memory types is normally associated with the RAM in a desktop PC?

A. Non-ECC
B. ROM
C. SODIMM
D. ECC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Memory with built-in features to recover from errors is also known as:

A. parity.
B. SDRAM.
C. DDR.
D. ECC.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
A technician installs a secondary hard drive on a PC. The new drive does not show up in the operating system or the BIOS; only the primary is listed. The technician verified that the drive has been connected properly. Which of the following should the technician do to make the drive available to the system?

A. Remove the CMOS battery to clear the BIOS settings
B. Move the cable on the motherboard to a different port
C. Move the jumper on the secondary drive off of master
D. Enable the S.M.A.R.T. setting in the BIOS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
Which of the following cable types should be used for analog telephony in a fire safety zone where EMI is known to be high? (Select TWO).

A. Plenum Single-mode Fiber
B. Plenum Multimode Fiber

C. Plenum CAT5e
D. PVC CAT6
E. PVC Multimode Fiber
F. Plenum STP CAT3

Correct Answer: CF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
Which of the following would be a typical use for a KVM?

A. Archiving network data
B. Networking several PCs
C. Providing network printer sharing
D. Sharing peripherals among several PCs

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
Which of the following settings for a serial port expansion card is the default for MOST external modems?

A. 6, Yes, 0
B. 6, None, 1
C. 8, None, 1
D. 8, Yes, 0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
Which of the following encryption methods offers the highest level of security?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
A Pentium 4 PC has a dead power supply. This power supply has a characteristic that must be found in the replacement power supply. Which of the following describes this characteristic?

A. The new supply must have a 20 pin Molex cable.
B. The supply must have the same size cooling fan.
C. The new supply must have a 6 pin Molex cable.
D. The supply must have a 4 pin Molex cable.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
Which of the following types of memory is PC3-8500?

A. DDR
B. DDR2

C. DDR3
D. RAMBUS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
A technician needs to install a new optical drive into a computer for use as a home entertainment system. The user wants to be able to watch movies with the highest definition possible by inserting the media into the newly installed drive. Which of the following optical drives should the technician install?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107
A technician installs three hard drives into a computer. The user would like the drives configured such that the RAID array has the best write performance and if one of the drives were to fail the user would still have a fully operational PC. Which of the following RAID types should the technician configure?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
A technician needs to install a new printer to a computer in a SOHO environment. The technician wants the printer connection to have the FASTEST speed. Which of the following types of connectors should the new printer have?

A. Parallel
B. FireWire 400
C. USB 2.0
D. DB-9

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
Which of the following would be important considerations when building a home theater PC? (Select TWO).

A. High-end cooling
B. HDMI output
C. Raid array
D. Dual monitor outputs
E. ITX form factor

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Which of the following describes pairing multiple sticks of RAM to increase performance?

A. Hypertransport

B. Hyperthreading
C. Multi-channel
D. Double-sided

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
A user is looking to have a home theater PC built. Which of the following components should a technician include in this build?

A. TV tuner card
B. Video card with dual monitor output
C. USB 3.0 card
D. PCIe RAID controller

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
When designing a gaming computer based upon dual video cards, which of the following two components will need to be chosen to specifically support a dual video adapter configuration? (Select TWO).

A. DDR Memory
B. Dual Channel Memory
C. Power supply
D. RAID 5 configuration
E. Motherboard

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
A network cable used to connect two computers directly together without an additional network device is commonly referred to as which of the following?

A. Straight-through
B. Crossover
C. Plenum
D. RG-59

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
Which of the following CPU features allows the operating system to see a core as dual processors?

A. Dual memory channel
B. 64-bit support
C. Hyperthreading
D. Integrated GPU

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
A manufacturer claims that a certain board supports DDR2 800, but the computer will only post with DDR2 667. Which of the following needs to be performed?

A. Flash BIOS
B. Change boot order

C. Change multiplier
D. Set date/time

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
Which of the following is the physical width of a laptop hard drive in inches?

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A. 2.1
B. 2.5
C. 2.8
D. 3.5

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
Which of the following components is sometimes built into a laptop LCD panel?

A. Battery
B. SD Card Reader
C. HDMI port
D. Microphone

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
Which of the following video interfaces uses the smallest footprint to connect multiple monitors given compatible hardware?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
A technician installing hard drives into a computer needs to set jumpers on the drives to master and slave. Which of the following types of drives is the technician installing?

A. USB
B. SATA
C. EIDE
D. SCSI

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
Which of the following cable types is used to prevent exposure to toxins in the event of a fire?

A. CAT6
B. RG-59
C. Plenum
D. PVC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
By default, which of the following ports is used for DNS?

A. 21
B. 25
C. 50
D. 53

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
A technician receives a maintenance kit in the mail for a printer. The maintenance kit contains a fuser, a pickup roller, and four paper rollers. Into which of the following types of printers should this maintenance kit be installed?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 123
A local low broadcast television station has asked Ann, a technician, to build a computer that can be used to create commercials. Which of the following should she consider FIRST?

A. High-end graphics card
B. Surround sound capable sound
C. TV tuner
D. Water cooled CPU

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
Which of the following should be removed prior to replacing or upgrading memory in a laptop?

A. Hard drive
B. Optical drive
C. Wireless card
D. Battery

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 125
Ann, a technician, is tasked with building a workstation that can host multiple virtual environments. Which of the following is the MOST important component for this type of build?

A. Specialized audio and video cards
B. HTPC compact form factor
C. High-end cooling
D. Dual monitors
E. Multiple CPU cores

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 126
Which of the following network devices has the capability to provide power to devices attached to it?

A. Repeater
B. Access Point
C. Hub
D. Switch

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
A user has been reported for storing prohibited material on a company owned PC. The accused user is notified and an investigation is launched. However, no evidence is found and it is believed that the user was able to delete all relevant evidence. Which of the following would prevent this from happening in the future?

A. Change documentation
B. Chain of Custody
C. Automatic notifications for complaints
D. Data preservation

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 128
Which of the following connector types is MOST likely to be used with fiber connections?

A. RJ-45
B. SC
C. USB
D. RG-9

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
Which of the following types of cable should be used to prevent toxic smoke and spreading of fire?

A. Plenum
B. Fiber
C. Shielded Twisted pair
D. CAT6

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
Ann, a customer, calls and states she wants to buy a new desktop but she needs it to be as small as possible. Which of the following form factors should be recommended?

A. Micro-ATX

B. BTX
C. ATX
D. ITX

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
Joe wants to purchase a computer for use in his family's home theater and asks for advice. Which of the following should be the FIRST priority in Joe's new computer?

A. Maximum RAM and CPU cores
B. High-end cooling and very powerful fans
C. High wattage power supply and large case
D. Surround sound audio and HDMI output

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 132
Which of the following laptop display types MOST often has the thinnest profile?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 133
The wires that run along the side of an LCD panel in the display of a laptop are used for which of the following functions?

A. Prevent EMI from nearby electronics
B. Install additional backlights for the display
C. Wireless network card antenna leads
D. Connections for memory card reader in the display

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 134
Which of the following laser printer components is often integrated into the toner cartridge?

A. Image transfer assembly
B. Paper registration assembly
C. Fusing assembly
D. Imaging drum

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
A network impact printer functions yet is not printing any characters. It was working before a user visited the printer. Which of the following is the MOST likely cause?

A. The user changed the printer baud rate.
B. The user set the printer offline.

C. The user replaced the paper incorrectly.
D. The user replaced the ribbon incorrectly.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
A 2,000 line per minute parallel impact printer is being installed in a room that is 100 feet (30.48 meters) from the print server. Once connected it does not print reliably. Which of the following is the cause?

A. The cable was installed next to florescent lighting.
B. The cable length has exceeded the limit of the standard.
C. The printer should have been a USB model.
D. The printer I/O logic is faulty and must be replaced.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
A user has installed video editing software and hardware on a Windows PC. The PC met the minimum requirements of the hardware. The editing program loads very slowly and takes a very long time to render large files. Which of the following will MOST likely resolve this issue?

A. More memory and a reformatting of the hard disk are needed.
B. A second hard drive must be added and the Page file should be lowered.
C. More memory is not needed; the Windows Page file should be increased.
D. More memory and available hard disk space are needed.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
A technician recently replaced Joe's monitor. Now Joe states he cannot read the text below his desktop icons. Which of the following should the technician adjust?

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A. Contrast
B. Refresh rate
C. Brightness
D. Resolution

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
DB-9 connectors are attached to which of the following cable types?

A. HDMI
B. SCSI
C. Serial
D. Parallel

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
Which of the following laptop components can be replaced without having to power off the machine?

A. Battery
B. CPU
C. Hard Drive
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
A technician is installing a PCIe wireless card on Joe's, a customer, desktop computer. While the technician works, Joe watches and asks questions during the entire process. After the work order is completed, the technician should do which of the following? (Select TWO).

A. Follow up with Joe at a later date to verify satisfaction
B. Request that Joe not monitor the work
C. Be culturally sensitive
D. Provide proper documentation on the services provided
E. Take a break so that Joe can go back to work

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 142
A customer, Joe, has a corporate laptop that his teenage son used over the weekend. He thinks the laptop now has illegal material because of strange websites on his browser's home page. Joe brings the laptop to the repair center. Which of the following should the technician do FIRST?

A. Determine chain of custody
B. Report through proper channels
C. Be culturally sensitive

D. Avoid being judgmental

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
A technician needs to move servers from the storage room. When it comes to personal safety, which of the following should be performed?

A. Use a forklift
B. Use the buddy system
C. Use proper lifting techniques
D. Use proper weight limitations

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
A user needs to secure a laptop to the desk during a trade show. Which of the following is the BEST option?

A. Cable/zip tie
B. Laptop latch
C. Screensaver password
D. Cable lock

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 145

Joe, a technician, wants to create a PAN with his smart phone and laptop. Which of the following functions must be enabled on the laptop?

A. ICS
B. Virtualization
C. Bluetooth
D. Wireless

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 146
Which of the following USB connector types can be commonly found on non-iOS mobile devices? (Select TWO).

A. Micro-SD
B. A
C. B
D. mini
E. micro

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
Which of the following encryption methods will support a key of up to 256-bits?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
Which of the following cable types is characterized by an insulated core wire covered with a braided shield?

A. STP
B. CAT3
C. UTP
D. RG-59

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
Which of the following is a way to disable wireless on a Windows laptop? (Select TWO).

A. Use the wireless switch on the laptop hardware
B. Disable `connect to networks automatically' in Wireless settings
C. Connect the laptop to a wired network
D. Disable Internet connection sharing
E. Disable the wireless adapter in Device Manager

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
Which of the following is a feature of PCMCIA cards?

A. The drivers are always bundled with Windows
B. They utilize PCI express architecture
C. They contain error correcting memory
D. They are hot swappable

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 151
When changing the RAM on a laptop, in which of the following locations is the memory MOST likely to be found? (Select TWO).

A. On the bottom of the laptop
B. Under the touchpad
C. Behind the LCD screen
D. In the optic drive bay
E. Under the keyboard

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
A first time PC owner drops off their brand new PC for service, reporting that it is slow and the memory should be 12GB according to the box but only reports 4GB. The RAM voltage was set improperly; one chip needed to be reseated and the BIOS had to be set to use the triple channel architecture. When picking up the PC the customer asks what was wrong. Which of the following would be the MOST appropriate response for this customer?

A. "Your PC's memory was installed incorrectly.
I removed it and put it back in.
Additionally the XMP profile needed to be adjusted for TCA."
B. "It was very complicated and technical in nature.
If you do not mess with the settings, it should be fine from now on."
C. "You had the DDR3-1600 set up wrong; you set it for 1.5v and single channel."

D. "The PC's memory, or RAM, needed to have the correct settings applied to be utilized correctly. It should work fine now."

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
A technician would like to load an operating system CD on startup. Which of the following settings would a technician change in the BIOS?

A. Enable TPM
B. Enable BIOS password
C. Disable TPM
D. Boot sequence

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
During which of the following phases of the imaging process is the latent image exposed to toner?

A. Charging
B. Developing
C. Exposing
D. Transferring

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
Which of the following is an APIPA address?

A. 10.10.x.x
B. 169.254.x.x
C. 192.168.x.x
D. 255.x.x.x

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156
Which of the following expansion slots would support the HIGHEST transfer speeds for high-end graphics cards? (Select TWO).

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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.srgclub.org/VideoCards-Monitors.html (See PCI Express)

QUESTION 157
Which of the following configurations would be set after installing a new modem card?

A. Proxy server settings
B. Workgroup name
C. COM port number
D. Expansion port

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
Which of the following devices would need to be configured to block specific ports and protocols from entering the network?

A. Bridge
B. Firewall
C. Port replicator
D. Gateway

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
Which of the following is the appropriate interface to connect an optical mouse and keyboard to a computer?

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A. IEEE 1394
B. USB
C. Serial
D. eSATA

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 160
Which of the following memory features allows for the protection against random inconsistencies in the transfer of the data?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Error_detection_and_correction

QUESTION 161
Which of the following memory types is MOST commonly found in Pentium 4 class and newer desktop PCs?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 162
A workstation would MOST likely be connected to an office network using which of the following cable types?

A. eSATA

B. Bluetooth
C. SCSI
D. Ethernet

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 163
Which of the following parts of a laptop screen provides illumination for the LCD?

A. Inverter
B. Backlight
C. Inverter connector cable
D. Bezel

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Backlight

QUESTION 164
Which of the following safety devices would be employed to prevent static discharge between a computer and a technician?

A. Non-Magnetic screwdriver
B. Voltmeter
C. Electrical tape
D. ESD mat

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
To configure two drives for MAXIMUM performance, which of the following RAID types hould be used?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.adaptec.com/nr/rdonlyres/874d145e-f64f-4804-9e27- 037bc5a9dce0/0/3994_raid_whichone_v112.pdf

QUESTION 166
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. TV tuner
D. Onboard graphics
E. Socket 1366 CPU

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?

A. 802.11a

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Which of the following printing technologies uses piezoelectric pressure pads to produce small bubbles that are moved to the paper?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Explanation:
In the sharing tab, there is a button marked Additional drivers. This is to add drivers to emulate a different printer.

QUESTION 170
Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.nmbgeek.com/blog/how-to-turn-laptop-wireless-on.html

QUESTION 171
Which of the following will help protect against brown outs?

A. Power supply
B. Anti-static strap
C. Surge suppressor
D. Battery backup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
ECC memory is primarily used in which of the following computers?

A. Tablet
B. Desktop

C. Server
D. Laptop

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchwindowsserver.techtarget.com/tip/ECC-memory-A-must-for-servers-not- for-desktop- PCs

QUESTION 173
Which of the following protocols would an email client use?

A. HTTP
B. SNMP
C. POP3
D. SFTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Explanation:
http://www.dslreports.com/forum/r24272206-802.11N-Uplink-only-up-to-150mbps

QUESTION 175
Which of the following should a technician check FIRST before upgrading the RAM in a laptop?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.dummies.com/how-to/content/how-to-install-ram-in-your-laptop.html

QUESTION 176
A technician has replaced a bad internal WLAN card in a Windows 7 Professional laptop. The WLAN card is listed in Device Manager as enabled and working. Which of the following should be done NEXT to use the card?

A. Change the security passphrase of the network.
B. Configure encryption on the router.
C. The SSID of the network must be added to the connection.
D. The firmware and drivers must be updated to the latest version.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177
A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message?

A. MBR is corrupt on the HDD.

B. HDD is set to Cable Select.
C. The operating system is corrupt.
D. A bootable HDD is not recognized in the BIOS.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
A printer is not pulling paper out of the paper tray. Which of the following is the MOST possible cause of the problem?

A. Pickup rollers
B. Print head
C. Drum
D. Fuser

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 179
Which of the following connector types is found on coaxial cables?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
Which of the following should a technician do FIRST after receiving a call from a customer asking for assistance?

A. Confirm the user and the associated issue.
B. Confirm the hardware make, model, and serial number.
C. Escalate the call to a supervisor.
D. Assign the appropriate status for the problem.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

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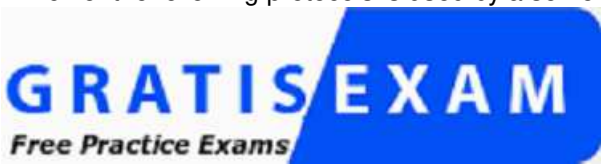
Exam C

QUESTION 1
Which of the following protocols is used by a server to assign IP addresses?



http://www.gratisexam.com/

A. DNS
B. SMTP
C. LDAP
D. DHCP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following protocols is used to translate fully qualified domain names into IP addresses?

A. LDAP
B. DNS
C. DHCP
D. SMTP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

Which of the following is enabled in the BIOS that will prompt a user, Joe, to enter his password every time the laptop performs a POST?

A. Power User access
B. Power on password
C. Administrative password
D. User profile access

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
https://answers.yahoo.com/question/index?qid=20080420110331AADlrkZ

QUESTION 4
Which of the following is a private class B IP address?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.sqa.org.uk/e-learning/WebTech01CD/page_12.htm

QUESTION 5
Which of the following is the MOST important aspect of the chain of custody?

A. Reporting
B. Preservation
C. Observation
D. Documentation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following Internet connection types usually has access controlled with PPPoE security authentication?

A. WiMAX
B. LTE
C. Cable
D. DSL

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following laptop components provides direct electrical supply to illuminate the screen's image?

A. DC jack
B. CMOS battery
C. Inverter
D. Backlight

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Ann, a technician, is sent to a chemical company to troubleshoot their server. She is concerned about what types of chemicals she will be exposed to. Which of the following documents would address Ann's concerns?

A. Inventory spreadsheet
B. Statement of work
C. MSDS document
D. Incident report

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
A technician is connecting an old dot matrix printer to a computer. The printer's cable has a non- rectangular connector that connects to a pink port in the back of the computer. This type of connection is MOST likely which of the following?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following Internet connection types uses analog transmission? (Select TWO).

A. DSL
B. Dial-up
C. IDSN
D. WiMAX
E. Satellite

Correct Answer: AB

Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
Which of the following transmission methods is dependent on line of sight?

A. 802.11
B. RF
C. Bluetooth
D. IR

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following cable types has the LONGEST transmission range?

A. CAT6
B. CAT5e
C. Single-mode fiber
D. Multimode fiber

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following laser printer parts creates the image on the drum that picks up toner?

A. Fusing assembly

B. Registration assembly
C. Laser scanner assembly
D. Transfer roller

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
When servicing a laptop, which of the following components usually requires the keyboard to be removed before the component can be replaced?

A. Processor
B. Hard drive
C. Battery
D. Optical drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following laptop displays would provide the BEST viewing angle?

A. Passive matrix
B. TFT LCD
C. DLP
D. Plasma

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following ports is used by default for DNS traffic?

A. 25
B. 53
C. 143
D. 3389

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A user who performs data entry would like to use the number pad on a laptop that does not have one. Which of the following solutions should a technician recommend? (Select TWO).

A. Use a Bluetooth connected mobile device
B. Use a USB connected Number Pad
C. Install number pad software in Windows
D. Enable the number pad using a function key
E. Re-map keys using Character Map

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A technician is attempting to salvage an old laptop for further use. Which of the following parts are MOST likely to be considered upgradeable in a laptop? (Select TWO).

A. Motherboard

B. Memory
C. Hard drive
D. Screen
E. Video card

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A user would like to buy a new computer and will eventually add several more hard drives and possibly a second video card. Which of the following form factors should be recommended?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following modules of DDR SDRAM is designed to operate at 200 MHz using DDR- 400 chips?

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A. PC-1600
B. PC-2100

C. PC-2700
D. PC-3200

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following are MOST commonly used to connect a printer to a computer? (Select TWO).

A. EIDE
B. RG-6
C. IEEE1394
D. Ethernet
E. DB-9

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Which of the following devices would need to be installed on a computer to allow the user to make video conference calls?

A. Webcam
B. Digitizer
C. LCD display
D. Microphone

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following connection types uses a 15-pin connector for displays?

A. USB
B. VGA
C. Serial
D. DVI-I

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following PC configurations would benefit the MOST from additional processor cores?

A. Virtualization Workstation
B. File Sharing Server
C. Office Productivity PC
D. Thin Client

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following network classes is identified by a subnet mask of 255.240.0.0?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
While explaining a problem to a technician a customer misuses terminology that confuses the technician. Which of the following is an appropriate response for the technician?

A. Politely listen to the customer and then perform diagnostics
B. Explain that the terminology being used is unknown
C. Ask questions to help fully understand the issue
D. Ask another technician to help the customer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
When sharing a local printer with network users, which of the following considerations MUST be taken into account to ensure users will be able to print?

A. Network permissions
B. Printer language
C. Print spool priorities
D. Network topology

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28

An example of built-in system diagnostics includes which of the following?

A. POST cards
B. Indicator lights
C. TPM
D. BIOS settings

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
When adding an additional internal SATA hard drive to a system, which of the following BIOS settings should be confirmed?

A. TPM status
B. Clock speed
C. Port status
D. Bus speed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
A video adapter typically has which of the following connector types?

A. eSATA
B. HDMI
C. DB-9
D. RS-232

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 31
The accounting department has requested a printer with a duplexing assembly. They most likely want to add which of the following features?

A. Print in color on card stock
B. Print on both sides
C. Print on envelopes
D. Print on specialized paper

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which of the following will send all received packets out all of its ports except the port it was received on?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following is used to detect and correct a single bit error in a memory DIMM?

A. RIMM

B. ECC
C. Parity
D. 8b10b encode/decode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/ECC_memory

QUESTION 34
A new user in a corporate HR department must print to a network printer. This printer is only used by the HR department for confidential documents. Which of the following is the FASTEST way to allow the user access to the printer?

A. Add the group Print Users to the HR group.
B. Add the new user to the Everyone group and give the group Print rights to the printer.
C. Add the group Everyone group to the HR group.
D. Add the new user to the HR group.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following devices requires calibration as part of its installation?

A. Touch screen
B. Mouse
C. External HDD
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A cellular mobile hot-spot would create which of the following network types?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
An upset customer, Anne, calls in to a repair center to report that her new computer is not working. Anne berates the technician and insists someone repair her computer as soon as possible. The technician should do which of the following? (Select TWO).

A. Maintain a positive attitude
B. Recommend Anne use another repair center
C. Place Anne on hold to allow her to calm down
D. Follow up with Anne at a later date to verify satisfaction
E. Offer different repair options if possible
F. Listen and do not interrupt the customer

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A technician, Joe, has been told that one of the workers at his company has been using a company laptop for illicit activity. The IT manager assigned Joe the task of retrieving the laptop and bringing it back to the repair center. Which of the following has Joe performed?

A. Maintain chain of custody
B. Gathering evidence
C. Device preservation
D. Use of documentation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A technician is given a failed memory module with 184 pins and is told to order a replacement.
Which of the following modules will the technician order?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following wireless standards broadcasts in the 5 MHz range only?

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

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 41
Which of the following cable types deliver a non-digital signal? (Select TWO).

A. HDMI
B. DVI-D
C. Display Port
D. VGA
E. DVI-A

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician is installing a new IDE optical drive. Which of the following power connectors is needed for the new drive to function?

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A. SATA
B. 8-pin ATX
C. Molex
D. Berg

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
When purchasing a new copy of Windows, which of the following CPU characteristics needs to be taken into account?

A. Cache size
B. Core count
C. Clock speed
D. Architecture

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
When adding a FireWire adapter to a laptop, which of the following ports would MOST likely be used?

A. MMC port
B. SODIMM slot
C. Express card 34
D. USB 1.1 port

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following displays uses gas to display the image?

A. OLED
B. LED
C. CRT

D. Plasma

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A user's laptop does not produce sound even though the volume settings are at maximum in the operating system. Which of the following would MOST likely resolve this issue?

A. A new sound card
B. A new speaker
C. A BIOS update
D. A hardware volume control

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Network cards have a unique hex number assigned to every unit. This number is known as which of the following?

A. IP address
B. LUN
C. Network ID
D. MAC address

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following ports is used for HTTPS traffic by default?

A. 80
B. 143
C. 443
D. 8080

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following should be configured on a wireless router to block port 3389?

A. MAC filtering
B. Firewall
C. Port triggering
D. Port forwarding

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
The computer keeps rebooting, losing power, and shutting down intermittently. After verifying that there are no issues with overheating the technician suggests that PSU possibly needs to be replaced. Which of the following tools will technician use to determine if the PSU is the cause?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

A. Size of the memory allocation
B. Size of the expansion slot
C. The IEEE specification that it originated from
D. Number of available communication channels

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

A. 600 MHz
B. 700 MHz
C. 800 MHz
D. 1400 MHz

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following BEST describes the purpose of a TV tuner card?

A. Decrease the interference associated with the incoming signal
B. Increase the reception of nearby televisions
C. Convert the user's Internet service into a television signal
D. Decode NTSC or PAL signals for the PC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A user reports that some of the colors are bright in some areas and dull in others when printing to a laser printer. Which of the following should the technician do NEXT to resolve the issue?

A. Replace the pickup rollers
B. Print the cleaning page
C. Print a test page
D. Replace the fuser

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A user from the payroll department is printing out paychecks and notices that words are not completely being printed out. The user does state that all of the print on the checks is still dark and legible. Which of the following should the technician perform to resolve this issue with the impact printer?

A. Reinstall the print drivers
B. Clean the printer head
C. Replace the printer ribbon
D. Replace the printer cable

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 56
A user reports that when printing to an impact printer that the carbon copies are legible but the top copy is blank. Which of the following is the MOST likely cause?

A. Replace the printer data cable
B. Reinstall the print drivers
C. Replace the printer head
D. Replace the ribbon

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following is correct about differences in CAT5 and CAT6 connectors?

A. CAT5 connectors have locking tabs
B. CAT5 and CAT6 use the same connectors
C. CAT6 supports three different wiring standards
D. CAT6 connectors are longer for better contact

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

A. Additional power to onboard devices

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://pcsupport.about.com/od/insidethepc/a/atx-pinout-4-pin-12v-psu.htm

QUESTION 59
Which of the following is often required to complete configuration of a barcode scanner?

A. The scanner must be set to reject scanning any codes shorter than three digits.
B. The system must be rebooted and update drivers installed.
C. The scanner utilities must be run to adjust the light intensity of the laser.
D. The scanner must be programmed by scanning in select codes.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
When replacing the CPU in a laptop, which of the following locations should have thermal grease applied?

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A. Connection points on the system board
B. Bottom of the CPU
C. Top of the CPU

D. Axis of the cooling fan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Thermal grease should always be applied to the top of the CPU. The smooth surface is the top not the one with the pins. The pins go into the socket whereas the heat sink is placed on top of the CPU. Between the heat sink and the cpu, apply the grease for maximum thermal dissipation.

QUESTION 61
Which of the following RAM types is rated at PC2400?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A Bluetooth printer has been installed. Which of the following MUST be performed to allow users to print from a mobile device?

A. Enable MAC filtering
B. Configure print queue
C. Set static IPs
D. Device pairing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
A multi-form impact printer is having print smearing issues and jams frequently. Which of the following should a technician do FIRST to fix both issues?

A. Clean the print head
B. Replace the print head
C. Replace the ribbon
D. Replace the paper

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A printer is having constant paper jams at both input trays. The printer was operating normally this morning. Which of the following is the FIRST thing that should be performed to troubleshoot the problem?

A. Clean all of the printer rollers with alcohol.
B. Replace the rollers in the printer.
C. Replace the paper with new stock.
D. Remove and clean the print heads.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
A technician is asked to install a PC for Anne, a new user. Anne will be performing all of her work on a remote server. Which of the following will MINIMIZE local resource utilization?

A. Thick Client
B. CAD Workstation
C. Virtualization Workstation

D. Thin Client

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A technician is building a new workstation for a user that will be performing 3D video rendering. Which of the following is MOST likely a requirement for this workstation? (Select TWO).

A. Gigabit Network Access
B. Specialized Video Card
C. HDMI Output
D. Additional USB 3.0 Ports
E. Liquid Cooling
F. High Capacity Hard drive

Correct Answer: BF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
When connecting a PC to a high-definition TV, which of the following resolutions displays BEST on the device?

A. 800x600
B. 1600x1080
C. 1900x1200
D. 1920x1080

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A technician is tasked with adding an expansion card to connect an external device. Which of the following expansion cards would provide the FASTEST data transfer speeds?

A. IEEE 1394
B. USB 2.0
C. RS-232
D. EIDE

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
When building a PC, which of the following is MOST critical to ensure efficient cooling of the CPU?

A. Size of the processor heatsink
B. Use of thermal paste
C. Number of cabinet fans
D. Installing a liquid cooling system

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A technician is tasked with building a virtualization workstation. Which of the following are the MOST critical requirements? (Select TWO).

A. CPU
B. High-end GPU

C. SSD
D. RAM
E. Liquid cooling
F. Dual monitors

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A technician has been asked by Joe, an end user, to select a new monitor for his desk. Due to desk size, Joe needs the thinnest monitor possible.

Which of the following monitor types would BEST suit his needs?

A. Plasma
B. CRT
C. DLP
D. OLED
E. LCD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
A technician is troubleshooting a desktop system that is shutting down randomly after short time periods. After accessing the system BIOS, the technician checks various data from the motherboard sensors. Which of the following would indicate an issue with the system?

A. The hard drive temperature is 30?Celsius
B. Power supply is providing +12v and +5v
C. CPU fan RPM value is 0
D. The number of physical processors value is 1

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
A customer reports that when they try to boot their desktop computer and have their MP3 player attached, it fails to boot. When the MP3 player is not attached, the computer boots properly. Which of the following will correct this issue and allow the computer to boot with or without the MP3 player attached?

A. Disable USB hard drives in the boot options
B. Move Optical drives up in the boot order
C. Disable legacy USB support
D. Enable Network in the boot options

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
Which of the following bus speeds is supported by PC2-5300 and PC2-4200?

A. 333Mhz
B. 533Mhz
C. 666Mhz
D. 800Mhz

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
When installing a wide SCSI controller in a computer, which ID number should be configured on the controller to give it the highest priority in the chain?

A. 0
B. 7
C. 8
D. 15

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.scsifaq.org/scsifaq.html

QUESTION 76
Which of the following are steps to take before replacing or updating the memory in a laptop? (Select TWO).

A. Unplug the AC power adapter
B. Remove the keyboard and touchpad
C. Separate the screen from the base
D. Remove the battery
E. Remove all of the screws from the bottom of the case

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
Which of the following is an example of an APIPA address?

A. 4.2.2.2
B. 10.23.145.90
C. 169.254.44.157
D. 192.168.32.59

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.petri.co.il/whats_apipa.htm

QUESTION 78
Which of the following network topologies is the MOST likely to affect other downstream devices if an issue occurs?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Which of the following is a standard AMD processor socket type?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
When setting up for a projector presentation, which of the following laptop function keys usually needs to be toggled?

A. Contrast
B. Brightness
C. Display
D. Bluetooth

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
A user, Ann, states that her laser printer has a smudge that repeats itself every couple inches down the center of each page. Which of the following components MOST likely needs replacing?

A. Rollers
B. Fuser
C. Toner drum
D. Pickup assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A laptop's wireless card shows up in the Device Manager, but the signal strength is always one bar. This is caused by which of the following?

A. The signal is disabled in the wireless utility
B. Disconnected or broken antenna

C. Disconnected or broken inverter
D. The wireless switch is turned off

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
Which of the following cables is prone to electromagnetic interference?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following cable types has a MAXIMUM transfer speed greater than 1 Gbps?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
RG-59 is a designation for which of the following cable types?

A. Plenum
B. Fiber optic
C. Twisted pair
D. Coaxial

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/RG-59

QUESTION 86
Which of the following wireless standards provides the STRONGEST encryption?

A. WPA2
B. WPA
C. WEP64
D. WEP128

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
Which of the following memory types would MOST likely be installed in a laptop in the form of DDR3?

A. SODIMM
B. DIMM
C. CRIMM
D. RIMM

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
A laptop user has asked a technician to purchase a device that allows for central connection of multiple external devices. The user is cost-sensitive, so they would like a device that does not provide power to the laptop during usage. Which of the following items would BEST fit the user's needs?

A. Docking Station
B. Parallel Port Selector
C. Port Replicator
D. Ethernet Hub

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
A small computer repair office has carpeted flooring. Which of the following accessories would BEST prevent against random electrical static damage?

A. Grounded 3 prong AC wall sockets
B. ESD mats
C. ESD wristbands
D. Surge suppressors

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90

Which of the following types of connectors is used on a VGA cable?

A. DVI-A
B. RCA
C. DE-15
D. BNC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following peripherals needs to be configured after installation to work correctly?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.microsoft.com/dynamics/rms/using/zsheet_touchscreen.htm

QUESTION 92
Joe, a user, needs to connect a MIDI device to his computer, but the PC does not have the appropriate port. Which of the following add-ons would MOST likely have the port the PC needs?

A. Network Interface Card
B. TV Capture Card
C. Video Card
D. Sound Card

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Click on the exhibit button. Which of the following memory types is shown in the graphic provided?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wiredzone.com/Supermicro-MEM-DR380L-HL01-ES13-8GB-DDR3-PC3-10600- (1333MHz)-204p-SODIMM~10022246~0.htm

QUESTION 94
Click on the exhibit button. Which of the following is the purpose for the tool shown in the exhibit?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/jargon/c/crimp.htm

QUESTION 95
A user is explaining a problem they are having to a technician. During the explanation the technician determines what the cause of the problem is. Which of the following should the technician do?

A. Wait until the user finishes their explanation and then offer advice
B. Ignore the remainder of the user's explanation and then offer advice
C. Interrupt the user so that the user does not have to offer more than is needed
D. Make a gesture to the user to let the user know that no more explanation is needed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
After making repairs to a user's system, which of the following actions should a technician take?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Call the customer after a week or so and get the update on the repairs. Ask the customer about the state of repairs and how is the system performing. Get insight into any problems consumer is facing.

QUESTION 97
A user reports that a thermal printer is leaving the same part of every printed label blank. Which of the following steps should the technician perform FIRST?

A. Clean the element
B. Replace the printer
C. Replace the labels
D. Check the printer drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Which of the following is the MOST common connection type for external CD-ROM drives?

A. USB
B. Ethernet
C. FireWire
D. eSata

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR-PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR-PC800. Which of the following is true about the PC after installing the additional RAM modules?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://whatis.techtarget.com/reference/Fast-Guide-to-RAM

QUESTION 100

CAT6 cable has several characteristics that make it more desirable in an assembly line environment. Which of the following describes one of its unique characteristics?

A. It is more waterproof than other forms of cable.
B. It can transmit analog signals to greater distances.
C. It is less likely to be influenced by system noise.
D. It exceeds the building code requirement for plenum cable.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
Which of the following external ports would a technician use to connect a printer? (Select TWO).

A. eSATA
B. COM1
C. VGA
D. USB
E. Parallel

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
A printer using multipart paper is not printing properly on every page. Parts of some letters are missing, making it hard to read. Which of the following should a technician do to correct the problem?

A. Replace the print head
B. Rewind the printer ribbon and test
C. Replace the ribbon, paper, and print head
D. Replace the ribbon

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
A technician is about to open a desktop workstation to replace a card. The technician shuts the computer down, opens it, grounds himself to the frame, and begins the task. Which of the following did the technician fail to do?

A. Power down the UPS.
B. Ground the card to the frame.
C. Turn the power switch off.
D. Disconnect the power cable.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
A recent power outage has affected several circuits in the same region, and the helpdesk is receiving an overwhelming number of calls from users who are having network connectivity issues. Which of the following examples of professionalism should the helpdesk focus on the MOST while answering these calls?

A. Do not trivialize the customer's problems.
B. Be culturally sensitive.
C. Document and record every conversation.
D. Ask open-ended questions to narrow the scope of the problem.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
Which of the following connectors are typically used to terminate an RG-6 cable? (Select TWO).

A. RJ-45
B. BNC
C. ST
D. DIN-9
E. F

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
Which of the following is the MAIN difference between LED and OLED displays?

A. LED employ organic materials while OLED do not.
B. OLED use light emitting polymers while LED do not.
C. LED emit light in all directions while OLED do not.
D. OLED do not require a voltage differential while LED do.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107
Laser printers differ from thermal printers because:

A. they use an electro-static field while thermal printers use heating elements to expose the image.
B. they use ink while thermal printers use a ribbon to transfer the image on the paper.
C. they use laser while thermal printers use heat to melt the toner on the paper.
D. they use heat to expose the image while thermal printers use heat to transfer the image.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/reviews/power-supply-specifications-atx-reference,3061-12.html

QUESTION 109
Which of the following panel types would allow for the THINNEST possible display monitor?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://electronics.howstuffworks.com/difference-between-lcd-and-led.htm

QUESTION 110

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

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

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/306223-28-socket-1155-1366 http://www.tomshardware.com/forum/292783-30-triple-channel-dual-channel

QUESTION 111
Which of the following devices transmits data to all ports regardless of final destination?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computernetworkingnotes.com/comptia-n-plus-study-guide/network-devices-hub-switch- router.html (see Hub)

QUESTION 112
Which of the following features would hide internal IP addresses from the Internet?

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

D. SSID broadcast

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howstuffworks.com/nat.htm

QUESTION 113
Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://forums.mydigitallife.info/threads/12651-2x-200GB-SATA-I-Raid-0-v-s-single- 500GB-SATA- II

QUESTION 114
Two new PCs will have a DVD-RW drive for support use. The PCs will be used for Point of Sales transactions and everything will be password protected or disabled. Which of the following is the BEST way to disable the DVD-RW drives?

A. The Registry
B. Device Manager
C. Disk Management
D. The BIOS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
BIOS settings directly affect hardware. You can disable DVD-RW drives from the BIOS and it is perhaps the best way to keep the drives disabled. In BIOS menu, there is an option to disable the DVD drives.

QUESTION 115
Which of the following is an example of a Class A IP address?

A. 10.4.0.1
B. 169.254.0.1
C. 192.168.17.3
D. 254.200.53.5

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.bleepingcomputer.com/tutorials/ip-addresses-explained/

QUESTION 116
Joe, a customer, states that since the new firewall has been installed, he has not been able to send email. Which of the following ports on the firewall should be checked?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://help.telecom.co.nz/app/answers/detail/a_id/1218/~/what-is-port-25-and-why-is-it-important- for-me%3F

QUESTION 117
When installing additional RAM for a laptop, which of the following would MOST likely be used?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.crucial.com/install/sodimm.aspx

QUESTION 118
A technician is trying to install a printer driver from a manufacturer's website, but is getting an incompatibility error. This can be caused by:

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Double-check the supported OS for the driver. The incompatibility error occurs when the driver is for the operating system other than the intended one.

QUESTION 119
Which of the following is the only place where initial boot settings can be configured?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://buildyourowncomputerworkshop.com/firstboot.html

QUESTION 120
Which of the following expansion cards would MOST likely require the use of an external power connector to function properly?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://electronics.stackexchange.com/questions/49216/how-do-pci-express-graphics-cards-pull- power-from-both-the-slot-and-the-external

QUESTION 121
A technician is installing a processor upgrade onto an Intel 775 socket motherboard. Which of the following extra power connectors needs to be plugged in for the board to power on?

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

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Explanation:
An ATX 4-pin power connector is needed for Intel 775 socket motherboard. The ATX 4-pin is a standard for Intel 775 socket motherboards.

QUESTION 122
Which of the following channels, when used in close proximity to one another, provide the BEST protection against crosstalk?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.dci.ca/?Section=Products&SubSection=WiFi-FAQ

QUESTION 123
Which of the following network devices uses NAT to convert private IP addresses into public IP addresses?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://superuser.com/questions/409404/why-do-we-have-nat-if-we-could-just-assign-a-public-ip- address

QUESTION 124

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://electronics.howstuffworks.com/everyday-tech/surge-protector.htm

QUESTION 125
Which of the following are examples of multimedia devices? (Select TWO).

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

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Multimedia is the integration of multiple forms of media. This includes text, graphics, audio, video, etc. For example, a presentation involving audio and video clips would be considered a "multimedia presentation." Educational software that involves animations, sound, and text is called "multimedia software." CDs and DVDs are often considered to be "multimedia formats" since they can store a lot of data and most forms of multimedia require a lot of disk space. Webcam incorporates both audio and video. Similarly, microphone is a multimedia device because it incorporates sound and it can also be used for various applications. Touchscreen, scanner and digitizer are input devices because they require input from the user to function properly.

QUESTION 126
Which of the following is the strongest wireless encryption method?

A. WPA2 AES

B. WEP
C. WPA2 TKIP
D. WPA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://cybercoyote.org/classes/wifi/wpa2.shtml

QUESTION 127
Which of the following wireless standards is backwards compatible with 802.11g?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.networkworld.com/newsletters/wireless/2006/0206wireless1.html

QUESTION 128
Which of the following types of RAM can be used in a dual channel configuration?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Multi-channel_memory_architecture#Dual- channel_architecture

QUESTION 129
Which of the following is the BEST protocol to use for securely transferring large files?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/SSH_File_Transfer_Protocol

QUESTION 130
A user states that a network printer, attached to and shared from a co-worker's computer, does not always print the jobs submitted to it. The user adds that it seems to happen at different times throughout the day, but at other times works fine. Which of the following is MOST likely the cause?

A. The co-worker's computer is hibernating
B. The user's print drivers are incompatible
C. The printer has entered power save mode
D. The submitted jobs are incompatible

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The computer might be hibernating. Since the problem occurs certain times throughout the day, the print jobs submitted to it might only be active when the computer is active. If the computer is hibernating, print jobs will not be able to go through the printer.

QUESTION 131

Which of the following is a public IP address?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://technet.microsoft.com/en-us/library/cc958825.aspx

QUESTION 132
Which of the following ports MUST be open to connect to a PC using RDP?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://support.microsoft.com/kb/306759

QUESTION 133
Which of the following is the MAXIMUM transfer speed of USB 2.0?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.lyberty.com/tech/terms/usb.html

QUESTION 134
Which of the following display connections has 15-pins?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://pinouts.ru/Video/VGA15_pinout.shtml

QUESTION 135
Which of the following connector types is only used for Coaxial?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/F_connector

QUESTION 136
Which of the following cable types has the MAXIMUM transfer rate of 1 Gbps?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://customcable.ca/cat5-vs-cat6/ (see CAT5e)

QUESTION 137
Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/protocolsdhcp/g/bldef_apipa.htm

QUESTION 138
Which type of fire extinguishing technology should be used when encountering an electrical fire?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://cs.adelaide.edu.au/~kevin/Wardens/extinguishers.html

QUESTION 139
Which of the following will provide the BEST protection against power failures and data loss?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Uninterruptible_power_supply

QUESTION 140
Which of the following tools are commonly used to remove dust and debris from inside a computer? (Select TWO).

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Use vacuum and compressed air to clean dust and debris that accumulates inside a computer. Vacuum will suck the debris and dust and the compressed air will blow out the fine particles of dust from nooks and corners inside a computer.

QUESTION 141
Which of the following represents a connector that supports the connection of external devices? (Select TWO).

A. IEEE1394
B. eSATA
C. EIDE
D. SATA
E. IDE

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Both Firewire (IEEE 1394) and eSATA connectors can be used to connect external devices.

QUESTION 142
Which of the following are the MOST important considerations when configuring a PC that will be used for a CAD / CAM workstation? (Select TWO).

A. Gigabit NIC
B. HDMI output
C. Maximum RAM
D. Powerful processor
E. High end audio output

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

Explanation:
http://www.physicsforums.com/showthread.php?t=499107

QUESTION 143
A user has a new network printer they want setup in their home. The user wants all their PCs as well as any guests with laptops to be able to print to it. Which of the following connection methods would be the MOST effective for meeting these requirements? (Select TWO).

A. 802.11g
B. USB
C. Ethernet
D. Bluetooth
E. Serial

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
Which of the following allows for the FARTHEST transmission distance for data?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ad-net.com.tw/index.php?id=46

QUESTION 145
The helpdesk technician has been tasked to reinstall the OS on a desktop and has already inserted the OS install disk in the CD-ROM. Which of the following would MOST likely need to be configured within the BIOS to continue reinstalling the OS?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
To boot the OS from the CD ROM, you need to change the boot sequence to boot from CD ROM first. Normally, the boot sequence is to boot from hard disk and if it is unable to find boot files there, it will look for it in a CD ROM. After that, it will look into other places like a floppy disk drive and PXE boot.

QUESTION 146
A user is requesting assistance in building a custom made PC for home theater use to connect to their existing large LCD screen. Which of the following components should MOST likely be recommended? (Select TWO).

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

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A Home theater PC is also a TV. So you need to have a TV tuner card that will show cable on the home theater PC. You would also need an HDMI output to connect the PC to a large LCD screen for optimal viewing.

QUESTION 147
Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?

A. Speakers
B. Monitors
C. Scanners

D. Projectors

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Scanner is a peripheral device that needs drivers to function properly. A scanner will not be able to show the scanned page on the computer until it has the necessary files to transfer the data to a PC.

QUESTION 148
Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/workingwithipaddresses/a/subnetmask.htm

QUESTION 149
A user is trying to setup a small office home office (SOHO) wireless network and does not want any neighbors to be able to discover the network. Which of the following parameters would MOST likely be configured?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/wirelessproducts/qt/disablessidcast.htm

QUESTION 150
Which of the following would provide continuous power to various devices connected to it during a power surge or outage?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howtogeek.com/161479/how-to-select-a-battery-backup-for-your-computer/

QUESTION 151
Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/how-wireless-mesh-networks-work.htm

QUESTION 152
Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howstuffworks.com/bios.htm

QUESTION 153
Which of the following storage media would be used to build a RAID 5 array?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://serverfault.com/questions/192995/raid-5-with-big-sata-disks-do-or-dont

QUESTION 154
Which of the following video cable types would be MOST likely to experience gradual, degraded signal quality over a long distance?

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

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/196268-33-signal-loss-long-distance-quality- cable-needed

QUESTION 155
A DVI-D cable is generally used for which of the following computer functions?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.datapro.net/catalog/dvi-d-cables.html

QUESTION 156
An IP address of 10.10.1.180 would be considered part of which of the following address classes?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/workingwithipaddresses/l/aa042400b.htm

QUESTION 157
Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/wireless80211/g/bldef_80211b.htm

QUESTION 158
Basic Internet web traffic generally travels on which of the following ports?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://blog.simple-help.com/2011/12/ports-vs-protocols-80-and-443/

QUESTION 159
Which of the following printer types needs to have toner replaced as part of the normal maintenance cycle?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computershopper.com/feature/how-it-works-laser-printer

QUESTION 160
Which of the following technologies has the SHORTEST wireless range for printing?

A. 802.11g
B. 802.11a
C. Bluetooth
D. Infrared

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchmobilecomputing.techtarget.com/definition/IR-wireless

QUESTION 161
Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Chain_of_custody

QUESTION 162
After installing a new serial port card in a computer, the communication parameters need to be configured. Which of the following is the MOST common communication configuration for a serial port?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.modemhelp.net/faqs/8n1.shtml

QUESTION 163
A technician has installed a digital display. Which of the following is TRUE about the native resolution of a digital display?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A digital display is obviously better than an analog one. Compared to an CRT monitor, the display of an LCD and LED is lot better ?crisp and clear.

QUESTION 164

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howstuffworks.com/dns.htm

QUESTION 165
Which of the following wireless protocols c range ONLY?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/8/802_11.html

QUESTION 166
Which of the following describes the expected properties of an asynchronous digital subscriber line service?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tdsbusiness.com/Resources/white-papers-the-ins-and-outs-of-high-speed-internet- access.pdf (page 1, second last para)

QUESTION 167
Which of the following devices transmits data to all ports regardless of final destination?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.practicallynetworked.com/networking/howhub.htm

QUESTION 168
Which of the following features can be configured with keyboards to assist users with disabilities?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://windows.microsoft.com/is-is/windows-xp/help/using-stickykeys

QUESTION 169
Which of the following connector types is associated with a fiber connection?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Optical_fiber_connector

QUESTION 170
Which of the following media types is LEAST likely to be affected by electromagnetic interference?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html

QUESTION 171
Which of the following BEST describes the function of DHCP?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.thegeekstuff.com/2013/03/dhcp-basics/

QUESTION 172
Which of the following network types BEST represents a network centered around one individual?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/networkdesign/g/bldef_pan.htm

QUESTION 173
Which of the following expansion slots can ONLY be found on a desktop computer?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
PCI Express slot is solely a desktop computer feature. The slot is on the motherboard that can be accessed easily. A laptop on the other hand has a compact

casing so it is not possible to have a PCI express slot to insert a PCI card in it.

QUESTION 174
Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Docking_station

QUESTION 175
Which of the following is MOST likely to be reset during a standard printer maintenance?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
It is important to reset page count during standard printer maintenance. This is to make sure you get the proper page count before and after the maintenance to check printer usage.

QUESTION 176
When unable to get an IP address from a server, which of the following represents an APIPA address that a PC might receive?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.dummies.com/how-to/content/automatic-private-ip-addressing-apipa.html

QUESTION 177
Which of the following settings, when enabled, is MOST likely to result in an IP address conflict on a local network?

A. Custom DNS address
B. QoS enabled
C. UPnP enabled
D. Static IP address

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/workingwithipaddresses/f/ip_conflict.htm

QUESTION 178
Which of the following features makes logical processor cores appear as physical cores to the operating system?

A. XD-bit
B. Hyperthreading
C. MMU virtualization

D. 64-bit architecture

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.makeuseof.com/tag/hyperthreading-technology-explained/

QUESTION 179
Which of the following is typically installed by connecting multiple DVI and USB cables to it?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how-does_4899546_kvm-switch-work.html

QUESTION 180
A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

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A. WPA
B. DHCP
C. WINS

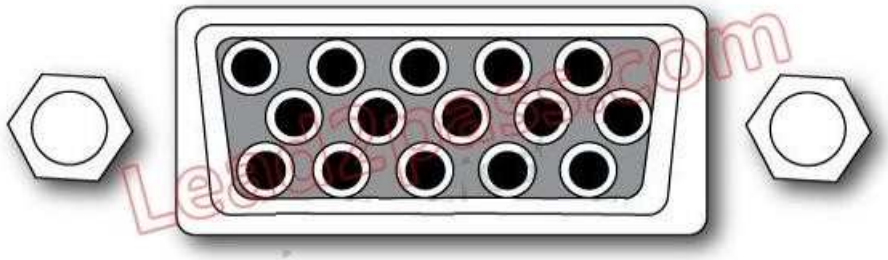
D. DNS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchunifiedcommunications.techtarget.com/definition/DHCP

Exam D

QUESTION 1
Click on the Exhibit button. Which of the following describes the port type pictured in the image?



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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/VGA_connector

QUESTION 2
Which of the following motherboards would fit in an ATX case?

A. BTX

B. ITX
C. Ultra ATX
D. Micro ATX

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/275124-30-micro-standard

QUESTION 3
Which of the following connectors is used to connect a DSL modem to a wall outlet?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Telephone_plug

QUESTION 4
A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between the two or show both at the same time?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://superuser.com/questions/393827/how-to-toggle-between-different-monitors-with-one-key- on-windows-7

QUESTION 5
Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.cisco.com/en/US/tech/tk648/tk361/technologies_tech_note09186a0080094e77.shtml

QUESTION 6
Chain of custody needs to be kept intact for which of the following reasons?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.cse.scu.edu/~tschwarz/COEN252_09/Lectures/legalissues.html

QUESTION 7
Which of the following provides the BEST solution for customers needing quiet cooling options?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcworld.com/article/2028293/liquid-cooling-vs-traditional-cooling-what-you- need-to- know.html

QUESTION 8
Which of the following would BEST segment a LAN while providing additional network ports?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://netcert.tripod.com/ccna/internetworking/lanseg.html

QUESTION 9
Which of the following provides the LEAST network security?

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

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://www.buzzle.com/articles/router-vs-switch-vs-hub.html

QUESTION 10
Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Standard_RAID_levels

QUESTION 11
Which of the following media types is BEST for backups of very large storage systems?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Magnetic_tape_data_storage

QUESTION 12
Which of the following is an example of a MAC address?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/M/MAC_address.html

QUESTION 13
Best business practices in IT include.

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://faculty.mu.edu.sa/public/uploads/1362048851.3236customer%20satisfaction31.pdf

QUESTION 14
Which of the following would require the need for a POTS line?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/dsl.htm

QUESTION 15
A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to devices on the network. Which of the following features should be enabled?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Configure DHCP to assign IP addresses to devices on the network automatically. DHCP uses a range of IP addresses to provide connectivity and access to various devices that connect to a network.

QUESTION 16
A customer would like assistance with choosing the appropriate PCs for opening an Internet caf? The customer explains to the technician that the PCs would only be used to search the Internet.
Which of the following would the technician suggest?

A. Thick client
B. Gaming PC
C. Media PC

D. Thin client

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Thin_client

QUESTION 17
A technician is looking to install a 3.5 inch desktop hard drive into an external enclosure. Which of the following input interfaces would provide the MOST throughput for the drive?

A. USB 2.0
B. IEEE 1394
C. Bi-Directional Parallel
D. eSATA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.seagate.com/support/external-hard-drives/desktop-hard-drives/esata/

QUESTION 18
A consultant has been asked to install the brightest possible projector into an office conference room that has a lot of natural sunlight. Which of the following specifications would BEST meet the client's needs?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.projectorpoint.co.uk/Projector-Brightness-Advice.htm

QUESTION 19
In addition to power and DVI, which of the following additional connections is needed to setup a fully functional touch screen LCD monitor?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A USB is needed to set up a touch screen LCD monitor.

QUESTION 20
A technician is diagnosing a laser printer that is consistently having issues picking up paper from the first tray. Which of the following items would the technician replace FIRST?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.inktechnologies.com/blog/cleaning-printer-rollers/

QUESTION 21
Which of the following adapter cards allows I/O devices to be connected and transmits data using a POTS line?

A. PCI tuner card
B. PCI modem
C. PCI SCSI
D. PCI Ethernet

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A user has forgotten their BIOS password on their computer. Which of the following would a technician use to allow the user access to their PC?

A. Remove the BIOS chip on the PC
B. Re-flash the BIOS
C. Run password cracking software on the user's PC
D. Set the password clear jumper on the motherboard

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A technician needs to install an appropriate PSU into a new machine. The technician needs available power for a floppy drive, two older IDE hard disks, a single SATA hard disk, and an IDE optical drive. How many unique power connectors will the PSU need to accommodate the listed devices?

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A. 2
B. 3

C. 4
D. 5

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Three power connectors are enough to power a floppy drive, old IDE hard disk a single SATA disk and an optical drive. This is possible because a single connector has multiple connectors that can be plugged into these devices.

QUESTION 24
The process of voltage control to limit the volume of liquid delivered is used in:

A. laser printers.
B. thermal printers.
C. impact printers.
D. inkjet printers.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation: http://www.embedded.com/design/prototyping-and- development/4403968/Designing-a-liquid-level-control-delivery-system-for-use-in-medical---industrial-control-processes

QUESTION 25
A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Notify your immediate supervisor and he can escalate the issue to higher authorities for proper investigation and mitigation.

QUESTION 26
Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.thegeekstuff.com/2013/03/dhcp-basics/

QUESTION 27
A technician has just installed two memory modules on a motherboard that supports DDR3 RAM with the bus speed up to 1600 MHz. The specifications of memory are DDR3 1066 MHz for one module and DDR3 1333 MHz for another. On which of the following bus speeds will the system function?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/DDR3_SDRAM

QUESTION 28

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.techrepublic.com/article/the-pitfalls-of-mac-filtering/

QUESTION 29
A technician notices that the PC is not receiving an IP address. Which of the following tools would the technician use to troubleshoot the computer's NIC?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.techopedia.com/definition/1875/loopback-plug

QUESTION 30
A client wants to store video and music in one central location and stream it to multiple devices.
Which of the following would BEST fill this need?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://homeservershow.com/movie-streaming-101-the-basics.html

QUESTION 31
A technician needs to make several patch cables. Which of the following tools would the technician use to attach the RJ-45 ends to the cables?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://mcb.berkeley.edu/labs/krantz/pdf/guide_to_crimping_cat5_cat6_connectors.pdf

QUESTION 32
Which of the following topologies would cause the network to be segmented if any one machine went offline?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Bus_network

QUESTION 33
A standard Internet mail account receives incoming messages on which of the following ports?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.speedguide.net/port.php?port=110

QUESTION 34
Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://danielaccioly.wordpress.com/2006/12/05/how-easy-is-to-break-wep/

QUESTION 35
Which of the following special function keys might prevent a user from connecting to the Internet?

A. Wireless
B. Screen lock
C. Volume

D. Bluetooth

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.dell.com/support/troubleshooting/us/en/19/KCS/KcsArticles/ArticleView?c=&l=&s=&do cid=429969

QUESTION 36
When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
eSATA, the e is for external - meaning that the cabling used is meant for being outside of the computer chassis.
Many external hard drive-casing kits will feature USB 2.0 connections along with eSATA connection.
The hot-swappable feature is only available if the motherboard supports the eSata hot-swapable functionality. Current motherboards do as do newer models.
However, drives with older SATA connections will not support plug and play, instead you'll need to shutdown the PC and swap the drive and power the PC back up.
Another option if you'd still like to have the eSata functionality is to purchase a eSata controller card.

QUESTION 37
Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

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

Correct Answer: CD

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.widowpc.com/2005/06/cooling_a_gamin.php

QUESTION 38
In older laptop screens, the backlight is powered by which of the following?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Cold_cathode

QUESTION 39
An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

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

Correct Answer: AB

Section: (none)
Explanation

Explanation/Reference:
Explanation:
The problem might be caused by a display inverter which powers backlight or the LCD itself. When the screen goes dim, inverter is the culprit. If the screen appears almost black, the LCD might be failing.

QUESTION 40
The wireless antenna is typically located inside the laptop's:

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://gladiator-antivirus.com/forum/index.php?showtopic=81843

QUESTION 41
A technician performed a clean install of Windows XP on a laptop and finds that the Bluetooth on/off switch is not working. Which of the following will BEST resolve this issue?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The best solution is to install Bluetooth driver. The driver is basically a software that allows the hardware to interact with the operating system.

QUESTION 42
Which of the following connection types would MOST commonly be found on a laptop to display out to an external monitor? (Select TWO).

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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.lenovo.com/us/en/faqs/Connect-Laptop-to-TV/

QUESTION 43
A laptop running a Windows operating system has a key that is supposed to launch Internet Explorer, but is not functioning. Which of the following will resolve this?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://forum.notebookreview.com/panasonic/67423-hotkeys-driver-help.html

QUESTION 44
Which of the following printers requires manual alignment?

A. Laser
B. Dot matrix

C. Inkjet
D. Thermal

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how_8785245_use-long-dot-matrix-printouts.html

QUESTION 45
A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.dlink.com.au/products/?pid=322

QUESTION 46
Which of the following cable types uses a 9-pin connector?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/jargon/s/seriport.htm

QUESTION 47
Which of the following has a MAXIMUM transmission speed of 10 Mbps?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://customcable.ca/cat5-vs-cat6/

QUESTION 48
Thermal paste is used between the CPU and heatsink to:

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://whatis.techtarget.com/definition/thermal-grease-thermal-paste-or-thermal- compound

QUESTION 49
Which of the following devices is necessary to provide power to a laptop LCD screen?

A. PCMCIA card

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how-does_5011808_inverter-work-laptop.html

QUESTION 50
A user would like to share a local USB printer with several users in the office. Which of the following methods would BEST accomplish this?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://windows.microsoft.com/en-us/windows-vista/enable-file-and-printer-sharing

QUESTION 51
Which of the following memory types comes in the SIMM variety?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.proprofs.com/mwiki/index.php/Understanding_RAM_Types:_DRAM_SDRAM_DIMM_ SIMM_And_More

QUESTION 52
Which of the following would benefit MOST from the use of dual monitors?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.overclock.net/t/1129146/dual-monitors-for-photo-editing

QUESTION 53
Which of the following cable types carries an analog video signal across three separate physical channels?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Video connections use many of the same connectors as analog and digital audio. Pro video applications generally use XLR or BNC cables, whereas consumer video equipment often uses RCA phono plugs. Phono plug connections can be either composite or component video. Composite video carries the video signal on one cable, whereas component video provides the complete signal on three separate cables, one for each of three color channels. Specialized video connectors include S-Video (also called Y/C) connections, which are transmitted on 4-pin mini- DIN connectors to provide greater color depth than composite video. There are also unique connectors for new high-definition digital video formats like HDI and DVI.

QUESTION 54
Which of the following can ONLY be installed when a laptop is turned off and disconnected from all power sources?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
SODIMM module can be installed when the laptop is turned off completely and disconnected from all power sources.

QUESTION 55
A technician is installing a new laser printer on a workstation that has Windows 7 Professional x86 installed. Which type of printer driver is needed to complete the installation?

A. 16-bit
B. 32-bit
C. 64-bit
D. 86-bit

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://blogs.technet.com/b/askperf/archive/2010/01/19/print-driver-installation-on-32-bit-versus- 64-bit-servers.aspx

QUESTION 56
Before installing a new expansion card, which of the following should a technician consider? (Select TWO).

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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
First you need to check if the power supply has enough wattage to power the new expansion card. Then check the bus type to see if it can support the new expansion card.

QUESTION 57
A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port. Which of the following expansion cards should the technician install and configure to create an LPT1 port?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://whatis.techtarget.com/definition/LPT-line-print-terminal

QUESTION 58
A user wants to purchase a new computer to use word processing software only. Which of the following computer types should be recommended?

A. Thin client

B. CAD workstation
C. Home server
D. Gaming PC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.thinclient.net/pdf/Thin_Client_Benefits_Paper.pdf

QUESTION 59
A user with an inkjet printer states that all their color printouts are missing red ink. The inkjet printer has a cartridge for each of the CMYK colors, and the user recently replaced the magenta cartridge. Which of the following should the technician do NEXT?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wikihow.com/Clean-Print-Heads

QUESTION 60
A technician notices an impact printer has run out of ink. Which of the following should the technician do NEXT?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://www.wies-
hs.eu.dodea.edu/Courses/PTS/Electronics/ComputerServiceSupport/css/Forms/Doc/ImpactGD.p df

QUESTION 61
A technician has recently purchased a maintenance kit to be installed in a laser printer. Which of the following will be included in the maintenance kit?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl05819

QUESTION 62
A technician needs to replace a desktop computer's power supply. Which of the following should the technician do FIRST?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://pcsupport.about.com/od/safetyconsiderations/qt/safety_tips.htm

QUESTION 63

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.visitinggeeks.com/press_room_heatwave.html

QUESTION 64
A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Report through proper channels. Notify your immediate supervisor and he will escalate the issue to higher authorities.

QUESTION 65
A user needs a new gaming computer which can be both fast and quiet. Which of the following should MOST likely be installed to meet the user's requirements?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/liquid-cooled-pc.htm

QUESTION 66
Which of the following should a technician check FIRST on the laptop if the system's battery is not being charged?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Check DC-in jack. If the laptop battery is not charging, the first thing to do is to check DC-in and see if it is seated properly.

QUESTION 67
A keyboard has been replaced on a laptop. Which of the following is the MOST likely cause that the keyboard does not work?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
There is a small data cable beside the keyboard which is connected to the board. Check the data cable and make sure it is connected securely.

QUESTION 68
Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
There is a tiny flat speaker connection just above the keyboard. It is so tiny that technicians often ignore it. Make sure the speaker is connected to the motherboard properly.

QUESTION 69
Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://printscan.about.com/od/howto/ht/cleanprintheads.htm

QUESTION 70

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

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

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/N/Northbridge.html

QUESTION 71
Which of the following can be used to change fan speeds?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/341307-28-change-speed-bios

QUESTION 72
A client wants to take their old VCR tapes and put them on a DVD. Which of the following expansion cards would need to be installed in a computer to perform this task?

A. TV tuner
B. Video graphics
C. Sound

D. Video capture

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wikihow.com/Transfer-VHS-Tapes-to-DVD-or-Other-Digital-Formats

QUESTION 73
Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/IEEE_802.11

QUESTION 74
Which of the following socket types is for an AMD CPU?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://en.wikipedia.org/wiki/Socket_940

QUESTION 75
Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

A. RG-6
B. CAT3
C. RG-59
D. Multi-mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Category_3_cable

QUESTION 76
Besides the CPU, which of the following components might have their own heatsink?

A. Audio card
B. RAID controller
C. Graphics card
D. Hard drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.bit-tech.net/hardware/cooling/2010/05/19/graphics-card-coolers- investigated/

QUESTION 77
Which of the following is the BEST type of cable to prevent EMI?

A. STP
B. Fiber

C. Plenum
D. UTP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html

QUESTION 78
A workgroup of five PCs uses a shared printer. A customer says they cannot print to the printer but can access shares on another PC used for common files. The printer appears to be powered on. Which of the following would be the MOST likely cause of the issue?

A. Printer PC is off network
B. Printer is low on toner
C. Printer needs to be restarted
D. Device drivers are corrupted

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
IT seems that the problem is related to network. The Printer PC is off the network since it cannot print to the printer but can access shares on other PCs on the network.

QUESTION 79
A CAD/CAM user requires faster onscreen refresh rates. Which of the following slots allows for faster graphic performance?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
PCIe has faster refresh rates. It's up to 5.8 MP grayscale at full refresh rate.

QUESTION 80
Which of the following is MOST likely to contain hazardous voltages?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://wiki.answers.com/Q/What_is_CRT_monitor_high_voltage_hazards

QUESTION 81
A technician encounters prohibited materials on a computer located in a common area that is used by several employees. Which of the following should be done FIRST?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Computer_security_incident_management

QUESTION 82
A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the

wireless network that the printer will be available from?

A. DNS
B. SSID
C. WPA
D. VPN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ehow.com/how_5714162_enter-ssid-wireless-printer.html

QUESTION 83
Which of the following RAM modules has a PC rating of 10600?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/DDR3_SDRAM

QUESTION 84
Which of the following types of RAM is typically used to improve reliability?

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A. Double sided
B. ECC
C. SODIMM
D. RDRAM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/E/ECC_memory.html

QUESTION 85
Which of the following uses Intel's core i CPUs? (Select TWO).

A. F
B. 1366
C. 775
D. 1155
E. AM3

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.eggxpert.com/forums/thread/710354.aspx

QUESTION 86
Which of the following hard drives has the BEST shock resistance?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.overclock.net/t/435910/ssd-shock-resistance

QUESTION 87
Which of the following communication standards requires line-of-site with no obstacles in order to operate properly?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.di.unisa.it/~vitsca/RC-0910I/ch04.pdf (page 25)

QUESTION 88
Which of the following connectors is found on every desktop power supply?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Molex

QUESTION 89

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
In some laptop models, the memory slot is situated right beneath the keyboard. It can be accessed through the door at the bottom of the laptop.

QUESTION 90
A laptop is not charging the battery and occasionally shuts off even when the power cord is plugged in. This is a symptom of a bad:

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.laptopjacks.com/

QUESTION 91
Which of the following typically cannot be upgraded in a laptop?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://lockergnome.net/questions/130140/why-can-t-you-upgrade-laptop-hardware

QUESTION 92
A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Be polite to a customer is a necessary part of customer service. You can say, `Please explain the issue and I will work to resolve it'.

QUESTION 93
A user calls to report that a notice keeps appearing on their screen whenever they try to pull down video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue. Which of the following is the BEST response for the technician to give the user?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You can say, "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message".

QUESTION 94
Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You need to assure the user that the problem has been escalated and give a time frame in which the problem will be resolved definitively.

QUESTION 95
After responding immediately to a dispatch, a technician arrives to resolve the customer's issue. The customer appears to be angry that they have waited so long for a response. Which of the following is the BEST course of action for the technician to take?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.

QUESTION 96

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Customer service requires the individual to listen to the customer no matter what happens. If you realized the problem, listen to the customer without interruption. If the customer take a lot of time, you can interrupt using best way possible.

QUESTION 97
Which of the following is the FIRST step a technician should take to replace a network printer?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
In which of the following situations is it appropriate for an IT service provider to make copies of a customer's confidential data?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Get customer's permission to access the confidential data for backup purposes only. You are not allowed to access any confidential data whatsoever without customer's permission.

QUESTION 99
Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ask.com/question/how-does-a-pcmcia-card-work

QUESTION 100
Which of the following components would MOST likely be utilized in a virtualization server? (Select TWO).

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

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

Explanation:
http://searchservervirtualization.techtarget.com/tip/Selecting-CPU-processors-and- memory-for- virtualized-environments

QUESTION 101
A surge suppressor is only capable of providing protection against which of the following environmental hazards?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
Which of the following expansion cards would provide support for additional internal storage?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Disk_array_controller

QUESTION 103
In a laser printer, which of the following components uses heat to apply the toner onto the page?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.suppliesguys.com/info/what-is-a-fuser-unit.htm

QUESTION 104
A technician is trying to connect the high-end 5.1 surround sound audio system to their Home Theater PC. Front and rear channels produce the sound but the subwoofer and the front speaker seem to be muted. Which of the following would the technician MOST likely check to resolve the issue?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The first thing is to check the subwoofer and front channel speaker's RCA cable connection to the audio card. The cable must be inserted in a wrong port.

QUESTION 105
Which of the following panel types consumes the MOST power?

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

D. LED with backlight

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A Light emulsification diode with a backlight consumes more power than an LCD or plasma. First the LED needs power. The backlights are another component that requires power. Although the power an LED consumes is far less than what CRT monitors consumed.

QUESTION 106
Which of the following needs to be configured on a wireless router to allow specific client machines to connect?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm

QUESTION 107
A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Explanation:
If you found out about your co worker, inform your supervisor or senior management and let them handle the situation. You don't need to interfere in the situation.

QUESTION 108
Which of the following is required in order for BitLocker to be enabled?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://windows.microsoft.com/en-us/windows-vista/bitlocker-drive-encryption-overview

QUESTION 109
Which of the following networking standards can operate at two different channel widths on the same spectrum simultaneously?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm

QUESTION 110
Which of the following describes the process laser printers use to secure toner to paper?

A. Bonding
B. Transferring

C. Duplexing
D. Fusing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/laser-printer3.htm

QUESTION 111
Which of the following will provide the FASTEST boot times for a laptop user?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcmag.com/article2/0,2817,2404258,00.asp

QUESTION 112
Which of the following media has a capacity of 8.6 GB?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A version of DVD called DL DVD has more capacity than any other DVD variety. At 8.6 GB it can hold a lot more data than its predecessors. DL means dual layer. You can write to the either side of the disk. The normal DVD has only single layer to write to whereas DL DVD has both side ?up and down to write data. Therefore, the capacity is doubled.

QUESTION 113
Which of the following devices is MOST likely to outperform a 15,000 rpm SAS hard drive in read speed?

A. Compact flash
B. SSD
C. Tape
D. SD

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.8088.net/blog/index.php/2011/01/24/iops-comparison-solid-state-drive-ssd-15000- 7200-5900-5600-rpm/?lang=en

QUESTION 114
The technician has identified prohibited content on a PC. Which of the following would be the FIRST action that the technician should take?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Report the content to higher authorities in your organization. They will take care of it.

QUESTION 115
A customer would like to upgrade their onboard fast Ethernet connection to connect to their new gigabit network at the gigabit speed. Which of the following will

enable them to do so?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Network_interface_controller

QUESTION 116
A technician needs to access the system BIOS at boot time on a PC. Which of the following are possible BIOS access keys? (Select TWO).

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

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Depending on the system, F2 or delete key can be used to access BIOS during the boot process on a PC. F2 is a common key and is used in majority of PCs with Windows installed.

QUESTION 117
A customer reports that their 4-year-old PC takes a long time to boot. The technician investigates and finds the BIOS is rediscovering the hardware environment at every boot. Which of the following will MOST likely fix this problem?

A. Change out the CMOS battery on the motherboard.

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
When CMOS battery loses its juice, the BIOS will act strangely everytime you boot the PC. Change the CMOS battery regularly to keep the BIOS on the motherboard performing optimally.

QUESTION 118
A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Microsoft updates Windows oftenly. The update contains drivers as well. The possible reason of the problem is that Windows update manufacturer's device driver during the update process. Check the driver to confirm the issue. You can always install the original driver for the biometric device if this problem occurs.

QUESTION 119
Which of the following describes the MAIN difference between a plenum rated cable versus a non- plenum rated cable?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Plenum cable is sheathed with fire retarded substance. Therefore, the production of hazardous fumes will be lower in plenum cable than in other cables not coated with fire retardant material.

QUESTION 120
Which of the following describes the function of a hub in a network?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://freewimaxinfo.com/network-hubs.html

QUESTION 121
Which of the following describes the function of a switch in a network?

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

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Network_switch

QUESTION 122
A technician is repairing a printer in the payroll department that includes employees' sensitive information. Which of the following should the technician do with the printed sensitive information documents that were used for testing?

A. Keep printed items for future reference.
B. Shred the printed documents.
C. Leave the documents on the printer.
D. Recycle all printed documents.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Sensitive information should be shredded to avoid any security breach. A shredder can easily shred books of documents in seconds. The ethical way is to shred the printed sensitive information documents immediately.

QUESTION 123
A technician has replaced a riser inside a server and the riser is failing again after reboot. Which of the following should have been used when initially replacing the riser?

A. Compressed air
B. Vacuum cleaner
C. Proper cable management
D. ESD mat

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://en.wikipedia.org/wiki/Antistatic_mat

QUESTION 124
Which of the following video types has a DB-15 connector?

A. S-video
B. DVI-A
C. DVI-D
D. VGA

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/VGA_connector

QUESTION 125
Which of the following connectors is MOST commonly used for UTP cable?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.danlipofsky.com/technical/ethernet/

QUESTION 126
A user is unsatisfied with the quality of the repair that another technician has completed on their PC. Which of the following should be done to help the user?

A. Agree with the user's complaints
B. Clarify the user's statements

C. Minimize the user's criticism
D. Shadow the other technician on the next repair

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
Before beginning hardware repair work on a PC, which of the following is the FIRST step?

A. Install an uninterruptible power supply (UPS).
B. Disconnect power from the PC.
C. Ensure all Windows updates have been installed.
D. Degauss the monitor.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128
Which of the following connection types is MOST likely to be used to connect an internal hard drive to a computer?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://searchstorage.techtarget.com/definition/IDE

QUESTION 129
Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

A. 1V
B. 1.7V
C. 3.3V
D. 5V
E. 9V

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
3.3 volts and 5V are the common voltage range that a PC power supply unit uses to power computer components.

QUESTION 130
Which of the following does a technician need to do before giving a PC, which has been confiscated for prohibited activity, to another department?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Chain_of_custody

QUESTION 131
Which of the following is the BEST example of the use of chain of custody?

A. Technician uses a third party to hand over the PC to the proper authority.

B. Technician remembers when and who they gave the PC to.
C. Technician calls supervisor after PC has been transferred.
D. Technician notes the date, time and who was given the PC.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Document the data, time and the name and designation of the person to who the PC was given.
Ask the person to sign the document.

QUESTION 132
Which of the following should be considered when building a standard PC?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
If you are building a PC, you need to determine what kind of computing power is needed. If you want gaming, CAD or 3D animation, you need powerful processor and lots of RAM. If you need a standard PC, take into account the requirements for applications that you plan to use on the new PC. Then build the PC according to the requirements.

QUESTION 133
A technician is working on a PC but does not have their grounding strap. Which of the following would be the BEST method the technician should use to ground themselves?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://superuser.com/questions/237698/how-to-discharge-static-electricity-before-opening-a- computer

QUESTION 134
A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://desktoppub.about.com/cs/colorcalibration/a/cal_printer.htm

QUESTION 135
A supervisor has asked a technician to share the multifunction device that is directly connected to a PC. The PC is running Windows XP Professional. Which of the following steps are valid options to allow the technician to complete this task?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://technet.microsoft.com/en-us/library/bb457001.aspx

QUESTION 136
A customer has asked a technician to install a new USB printer that is supported by Windows 7. The PC is running Windows 7 Professional. Which of the following is the correct method to complete the installation?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Windows 7 has the required drivers for almost all the printers. When you install a new USb printer and power it on, Windows 7 automatically detect and adds the new printer without the consumer having to do all the steps.

QUESTION 137
A corporate technician has been tasked with providing a thin client PC for a new employee. Which of the following configurations would be the MOST appropriate?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A thin client is a bare minimum box of components that is used for simple tasks. A PC with minimum requirements to run an OS can act as a thin client.

QUESTION 138

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

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.laptoprepair101.com/laptop/2007/09/05/troubleshooting-laptop-with- backlight-failure/

QUESTION 139
Which of the following expansion slots is characterized by having an x16 speed?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The PCIe xXX is the amount of lanes the slot has. so x16 has 16 lanes, x8 has 8 lanes and so on.
The physical slot on x4, x8, and x16 are all the same.
If it says 2 PCIe x16 slots it means that there are 2 slots on the board that are capable of 16 lanes. If it says 2 PCIe X16 (and then in brackets says x16, x4 or x8, x8) it means when you have 1 slot being used it uses all 16 lanes for that 1 slot. But if you plug multiple things into the PCIe slots (most common 2 GPU's) it will

divide the lanes between the cards. So that (x16, x4) you will have the first GPU running with 16 lanes, and the second GPU running with 4 lanes.

QUESTION 140
Which of the following settings is controlled by jumpers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Jumper_(computing)

QUESTION 141
Which of the following is a benefit of using ECC memory?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/E/ECC_memory.html

QUESTION 142
Which of the following connection types has the LONGEST transmission limitation in terms of distance?

A. USB 3.0
B. CAT6

C. Fiber
D. CAT5

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Fiber-optic_communication

QUESTION 143
An administrator wants to prevent people outside of the building from accessing a new wireless router. Which of the following is the LEAST labor intensive method to use while setting up new workstations?

A. Turn SSID broadcast off
B. Use wireless encryption
C. Institute MAC filtering
D. Setup static IP addresses

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.speedguide.net/faq_in_q.php?qid=81

QUESTION 144
A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/basicnetworkingconcepts/a/network_types.htm

QUESTION 145
Which of the following Internet connection types would be MOST commonly used by a customer who travels frequently?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Cellular_network

QUESTION 146
Which of the following has the FASTEST connection speed?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/internetaccessbestuses/f/cablespeed.htm

QUESTION 147
For best performance, a high-end graphics card should be installed in which of the following slots?

A. PCIe x16

B. AGP 4x
C. PCI x2
D. PCI

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/PCI_Express#External_PCIe_cards

QUESTION 148
A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black. Which of the following would be the correct way to populate memory in the slots for best performance?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Blue slots are for fast memory and black ones are for slower memory.

QUESTION 149
Which of the following RAM types are compatible with PC2700 and maintain the same performance?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/266969-30-compatiblity-pc3200-pc2700

QUESTION 150
Which of the following should be the FIRST items to be removed when replacing the system board on a laptop? (Select TWO).

A. Keyboard
B. Battery
C. LCD
D. Palm rest
E. AC power adapter

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Remove all power sources before opening the first screw on the laptop. Battery is a power source and can pose an electric hazard. So remove the battery and the AC power adapter that charges the battery.

QUESTION 151
A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The logical step in solving this problem is to check the print server. If the print server is powered on and the shared printer is not printing at all, check the network

connectivity and rectify the problem.

QUESTION 152
A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before rack mounting equipment?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ecpowersystems.com/resources/electrical-power-systems/electrical-ground-bars-and- inefficient-data-centers/

QUESTION 153
Which of the following is MOST likely needed when installing a new POS thermal printer?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
When you install a POS thermal printer, use the CD/DVD that comes with the printer and install the appropriate drivers for the supported operating system.

QUESTION 154
Which of the following laptop display types relies on a backlight for the display presentation?

A. LCD
B. LED

C. CRT
D. Plasma

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://electronics.howstuffworks.com/lcd.htm

QUESTION 155
Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

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

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
eSATA connector and an USB is used to connect external hard drives to a PC because both connectors have high data transfer rate in an external domain.

QUESTION 156
Which of the following BEST represents a hardware requirement for building a PC that will specialize in gaming? (Select TWO).

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

Correct Answer: BE
Section: (none)

Explanation

Explanation/Reference:
Explanation:
Gaming is about graphics and the processing of graphics in the back end. A gaming PC needs high end graphics card for smooth function and liquid cooling to cool down the components that go hot when working continuously.

QUESTION 157
Which of the following BEST represents a hardware requirement for building a PC that will specialize in being a Home Server? (Select TWO).

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

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://hardforum.com/showthread.php?t=1669200

QUESTION 158
In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

A. Size of the memory allocation
B. Size of the expansion slot
C. The IEEE specification that it originated from
D. Number of available communication channels

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.enthusiastpc.net/articles/00003/

QUESTION 159
Which of the following would a technician MOST likely perform to prevent a tripping hazard?

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A. Use an ESD mat
B. Proper cable management
C. Use plenum graded cable
D. Proper documentation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.cabletiesandmore.com/SafcordCordCover.php

QUESTION 160
What is the MINIMUM Windows Experience Index recommended for using Aero enhancements in Windows 7?

A. 2.0
B. 3.0
C. 4.0
D. 5.0

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 161
On a Windows XP machine, which of the following settings should be configured to allow dragging of files without holding the mouse button?

A. ScrollLock
B. StickyKeys
C. MouseKeys
D. ClickLock

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 162
Which of the following features are available in Windows 7 Professional beyond those available in Windows 7 Home Premium?

A. HomeGroup
B. Windows XP Mode
C. Aero Desktop
D. Internet Explorer 8

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 163
Traffic coming across port 443 is for which of the following protocols?

A. SFTP
B. FTP
C. HTTP
D. HTTPS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 164
Which of the following security threats are MOST likely prevented through user training?

A. Network Intrusion
B. Adware Popups
C. Social Engineering
D. Spam Messages

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
Which of the following ports MUST be open to transport files across a network using FTP?

A. 21
B. 53
C. 110
D. 443

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
Which of the following RAID types writes data identically to multiple drives at the same time?

A. RAID 0
B. RAID 1

C. RAID 5
D. RAID 10

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
Which of the following protocols would be used to upload files to a web server?

A. IMAP
B. FTP
C. SMTP
D. ICMP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 168
Which of the following encryption types would be the MOST secure?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
Which of the following commands can be used to verify the gateway IP address on a local computer?

A. net use
B. telnet
C. ping
D. ipconfig

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 170
Which of the following uses pair authentication to provide a wireless connection between two devices?

A. 802.11n
B. Bluetooth
C. Infrared
D. Cellular

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
A manufacturer has instructed a technician to update the software that resides on the flash ROM chip of an integral system add-in component. Which of the following types of software needs to be updated?

A. System BIOS
B. Firmware
C. OS Patch
D. Driver

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
Which of the following steps would be performed FIRST to install a fresh copy of Windows 7 Professional on a new hard drive?

A. Format the partition
B. Load any RAID or SATA drivers needed
C. Partition the drive
D. Configure Windows settings

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 173
Which of the following Internet technologies has the slowest potential upload speed due to inherent latency issues?

A. 3G
B. 4G
C. Satellite
D. Fiber

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
A user received an email from their bank asking them to login and verify their personal information. The user complies and fills in the requested information. Days

later the user notices their checking account is empty. This is a result of which of the following?

A. Spam
B. Phishing
C. Adware
D. A Trojan

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
Which type of connector is required for a coaxial network cable?

A. RJ-11
B. Token ring
C. BNC
D. RJ-45

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 176
Which of the following is the default HTTPS port?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 177
Which of the following utilities would a technician use to determine network utilization?

A. Start Menu
B. My Network Places
C. Administrative Tools
D. Task Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
From which of the following locations can a technician map a drive?

A. System Properties
B. Help and Support Center
C. Add Hardware Wizard
D. My Computer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 179
While accessing the Internet in an external environment (i.e. while traveling), a Windows 7 firewall should be set to which of the following?

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A. Block incoming and outgoing connections
B. Turned off or disabled
C. Block outgoing connections
D. Block incoming connections

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?

A. USB cable
B. AC adapter
C. PCMCIA card
D. Replacement battery

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam E

QUESTION 1
After a technician installs a video card, which of the following should the technician configure NEXT?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Video card is related to the resolution and color. To make sure the card is installed correctly and working properly, you need to check the resolution. If the desired resolution is not achieved, you can change the video card for a better one you can adjust the video card in the slot.

QUESTION 2
A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The default port for remote desktop application is 3389. http://windows.microsoft.com/en-us/windows7/allow-remote-desktop-connections-from-outside- your-home-network (see forward TCP port 3389)

QUESTION 3
Which of the following should a technician do NEXT after reporting an incident?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
When the incident is reported, the best thing to do afterward is to document the details of the incident especially in the hardware case. The documenting of the incident will help determine the cause of the problem and the circumstances in which the problem occurred.

QUESTION 4
Which of the following connections are typically on the external PC chassis? (Select TWO).

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

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
IEEE1394 commonly known as Firewire port and eSATA connections are typicaly located on the external PC chassis. Firewire port is a serial bus interface that works like a USB. eSATA connection are typically external hard disks.

QUESTION 5
A technician is building a gaming PC for a user. The user wants to dual boot between Windows XP 32-bit and a 64-bit version of Windows 7 as some of the games require XP. The user requests the following specifications:

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

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Random-access_memory

QUESTION 6
ECC memory offers which advantage over non-ECC memory?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

http://en.wikipedia.org/wiki/Error_detection_and_correction#Error-correcting_memory

QUESTION 7
Which of the following locations stores the boot sequence for a desktop computer?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://pcsupport.about.com/od/termsb/p/bios.htm

QUESTION 8
Thermal paste is used with which of the following components?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.techpowerup.com/articles/overclocking/134

QUESTION 9
Ann, a customer, requests a high-capacity, cost effective backup media that she can administer and store offsite with no assistance. Which of the following media types would BEST meet Ann's request?

A. Tape
B. DVD

C. Floppy
D. SSD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.redwireservices.com/tape-backup-is-still-great

QUESTION 10
Which of the following devices requires 12V of power from the power supply?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.mrjentis.com/cdplayer_adapter.html (Introduction, second para)

QUESTION 11
A user wishes to dispose of a CRT monitor that is no longer working. Which of the following steps should a technician complete before proceeding with the disposal?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
CRT monitor has lead, which is a toxic component of the cathode tube. In order to dispose off properly, you need to be familiar with state and local regulations.

QUESTION 12
When troubleshooting a PC that intermittently shuts off, which of the following should be monitored?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
When the CPU temperature exceed the limit, the PC will shut off to wade off the heat and normalize the temperature otherwise the CPU will melt down.

QUESTION 13
A technician is giving a safety class to new employees. Which of the following contains potentially dangerous voltages and should be handled with care, even if the power has been recently disconnected?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wikihow.com/Discharge-a-CRT-Monitor

QUESTION 14
A technician is tasked with improving the speed at which a system boots and loads applications as well as improving data availability. Which of the following should the technician implement?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.adaptec.com/nr/rdonlyres/14b2fd84-f7a0-4ac5-a07a- 214123ea3dd6/0/4423_sw_hwraid_10.pdf

QUESTION 15
The Tower of Hanoi is MOST likely configured in a system which implements:

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://searchdatabackup.techtarget.com/definition/Tower-of-Hanoi-backups

QUESTION 16
An end user is designing a PC with a clear acrylic access panel to show off the insides. The user wants the inside to stay cool, but as dust free as possible. Which of the following would BEST meet this scenario?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.overclock.net/t/1219634/positive-air-pressure-what-you-need-to-know-to-keep-your- pc-clean-and-happy

QUESTION 17
Which of the following is the BEST way to explain RAID to a non-technical user?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcworld.com/article/132877/RAID.html

QUESTION 18
A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
SO-DIMM memory is normally used in laptops and small form factor desktops.

A graphics workstation is a fully configured PC.
Therefore, a DIMM memory is needed to allow it to perform flawlessly.

QUESTION 19
Which of the following MUST be performed when installing a PCI sound card for use instead of the onboard sound?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Whenever you want to use a PCI sound card that is not built into the motherboard, you need specific drivers to install it. Drivers are software that help the hardware to perform for a specific operating system.

QUESTION 20
Which of the following hard drive types would be considered the MOST likely to survive a fall?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.examiner.com/article/solid-state-drives-vs-hard-drives

QUESTION 21
Which of the following are the MOST important factors to address when a technician is choosing the components for a CAD workstation? (Select THREE).

A. Large drive space allocation

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

Correct Answer: EFG
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/C/CAD.html

QUESTION 22
Which of the following allows a technician to enable support for a USB 1.1 device?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/forum/82823-45-enable-bios-keyboard-support

QUESTION 23
Which of the following connectors from a power supply should be used with a graphics expansion card?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.maplin.co.uk/pci-express-power-converter-46857

QUESTION 24
An end user requires a computer to support computer aided drafting and computer aided modeling. Which of the following component packages should a technician recommend to the end user?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Since AutoCAD and computer aided modeling requires more muscle to do the renderings, you need a powerful processor, lots of RAM and an expensive high end graphics card to support the software.

QUESTION 25
After installing a bar code reader, which of the following is commonly done to configure the reader?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
To enable the bar code reader to function optimally, you need to scan in program codes so that it can identify the objects later on.

QUESTION 26
Which of the following input devices allows multiple PCs to share a common display?

A. Router
B. Bridge
C. KVM
D. Wireless keyboard

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/K/KVM_switch.html

QUESTION 27
Which of the following resolution modes, by design, provides the BEST possible visual quality on a flat screen LCD monitor?

A. SVGA
B. Digital
C. XGA
D. Native

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://reviews.cnet.com/4520-6029_7-6278129-1.html

QUESTION 28
Which of the following connectors would terminate a POTS connection?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.danlipofsky.com/technical/ethernet/

QUESTION 29
Which of the following features of a CPU socket is designed to make installation of a CPU easier?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.techterms.com/definition/zif

QUESTION 30
Which of the following should a technician do FIRST in the BIOS to set up drive encryption?

A. Enable eSATA support
B. Run built-in diagnostics
C. Enable TPM

D. Enable virtualization support

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following are PCIe slot types? (Select TWO).

A. 2x
B. 3x
C. 4x
D. 8x
E. 16x

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which of the following cables is normally associated with a DB-15 connector?

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A. STP
B. VGA
C. DVI
D. RCA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following display types would provide the HIGHEST picture quality for a large-screen display?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
For a home theater PC, which of the following parts would be considered the MOST useful for its purpose?

A. RAID card with 4 SATA channels
B. Video card with dual HDMI outputs
C. Video card with dual VGA outputs
D. AC '97 onboard integrated 2 channel sound

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A technician is tasked with connecting several servers through a new PoE KVM device. Which of the following cable types is required to operate the KVM?

A. A CAT5e cable for each device, long enough to allow it to connect to the KVM.
B. Several extra PS2 or USB cables, as many more are needed to connect to the KVM.
C. Female to Male PS2 adapters or cables, to allow for connecting straight to the KVM.
D. Male to Female PS2 adapters or cables, to allow for connecting straight to the KVM.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
When building a custom PC, which of the following PC roles is MOST likely to require a high-end graphics card? (Select TWO).

A. CAD Workstation
B. Home Theatre PC
C. Thin Client
D. Gaming PC
E. Virtualization Workstation

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following types of expansion slots are MOST likely used for modem, network, and audio adapters?

A. AGP8x
B. MiniPCI
C. VESA
D. AGP2x

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following supports both digital and analog signals?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following socket types would be found on an Intel Desktop?

A. 754
B. 775
C. 940
D. FM1

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Modern ATX v2.3 power supplies employ motherboard power connectors with how many pins?

A. 16
B. 20

C. 24
D. 28

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Joe, a client, wants to purchase a new hard drive to replace the boot drive in his workstation. Joe wants the fastest performance for the new boot drive. Which of the following drive types should be selected?

A. SCSI Drive
B. 7200 RPM SATA
C. 10K RPM SATA
D. Solid State Drive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician has an A/V cable with red, white, and yellow connectors. Which of the following is the MOST likely use for the cable?

A. Component video
B. Composite video
C. RCA video
D. S-video

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
A technician is tasked with replacing a failed memory module with 204 pins. Which of the following modules will the technician order?

A. DDR
B. DDR2
C. DDR3
D. SDRAM
E. SODIMM

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
BIOS upgrades are generally flashed directly onto which chip that sits on the motherboard of a PC?

A. Northbridge controller
B. VRAM
C. EEPROM
D. CMOS Battery

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following transmits a digital signal?

A. VGA
B. XGA
C. Component video

D. DisplayPort

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Which of the following MUST be considered when installing a SATA drive in an older model PC? (Select TWO).

A. The power existing connectors may not support the SATA drive.
B. The PC will require additional RAM to support SATA functionality.
C. The PC will require an adaptor card to support SATA.
D. The SATA drive operates at higher temperatures than other drives; an additional fan must be installed.
E. The PC must have an OS that supports SATA drives.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
A user wants to convert their current computer into an audio/video editing workstation by upgrading components. They want to start by upgrading the hard drive. Which of the following hard drives should be chosen to maximize read/write speed?

A. Zip drive
B. 15,000 rpm SATA
C. 7,200 rpm IDE
D. USB flash

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following is the form factor of a standard RS-232 connector?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A technician is going to install 6 SATA drives into a PC; however, the PC only has four SATA ports on the motherboard. Which of the following is the QUICKEST course of action to install all six drives?

A. Use an IDE to SATA adapter on the remaining two drives
B. Install a new motherboard with six SATA ports
C. Install a SATA expansion Card
D. Run the drives in RAID to work around the port shortage

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following connector types is used for the transmission of an analog signal?

A. DVI
B. HDMI
C. DB-15

D. RJ-45

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Which of the following types of connectors is used for standard analog display purposes only?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following RAID configurations has a single point of failure?

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

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
During a POST, which of the following is being checked? (Select TWO).

A. A count of available RAM
B. The presence of a functioning CPU
C. The presence of unknown peripherals
D. Integrity of system files
E. Network connectivity

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A technician is tasked with adding a Barcode Scanner to a user PC. Which of the following would MOST likely be used to make the connection to the PC? (Select TWO).

A. RJ-45
B. Serial port
C. USB
D. DB-15
E. Infrared

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55

A technician is building a gaming computer for a client. The computer will have a 6-core processor, 16GB memory, and a high-end graphics card that takes up 2 slots on the motherboard. Which of the following power supply wattages would be BEST to install for this system?

A. 200W
B. 300W
C. 400W
D. 500W

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
New cabling has to be installed in a hospital with a very strict fire code. Which of the following materials would MOST likely be related to this requirement?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Plenum is a fire retardant cable with protective sheath. Therefore it is the best choice to use in a facility that uses strict fire code.

QUESTION 57
An ISP has provided a DSL Internet connection with a static IP address. A technician is setting up a small office home office (SOHO) wireless router and needs to provide Internet access to five PCs on the network. Which of the following should be enabled?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howstuffworks.com/nat.htm

QUESTION 58
A single office with five computers and a server is an example of which of the following?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://wiki.answers.com/Q/How_does_a_LAN_work

QUESTION 59
Which of the following offers the HIGHEST wireless security?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.pcworld.com/article/243713/how_safe_is_wpa2_secured_wifi_.html

QUESTION 60
Which of the following 802.11 standards can operate at both 2.4 GHz and 5.0 GHz?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/IEEE_802.11 (see 802.11n)

QUESTION 61
255.255.0.0 is the standard subnet mask for which of the following IP classes?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
255.255.0.0 is a class B subnet mask.
http://www.webopedia.com/TERM/S/subnet_mask.html

QUESTION 62
Which of the following network devices would a client use to store data?

A. Access point
B. Bridge

C. Firewall
D. NAS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Network-attached_storage

QUESTION 63
Which of the following is the subnet mask for a Class C IP address?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.planix.com/~woods/classc.html

QUESTION 64
Which of the following is the number of bits that comprises an IPv6 address?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/IPv6

QUESTION 65
Which of the following cables uses both the T568A and T568B standards?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ertyu.org/steven_nikkel/ethernetcables.html

QUESTION 66
Joe, a user, cannot browse on the intranet to a particular web server by using the servername given to him by the administrator. Joe asks a coworker for the IP address of the same server, and is then able to access the webpage using the IP address. Which of the following is the MOST likely cause of the issue?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Domain Name System or DNS is use to translate a name into IP address. If the DNS server is not configured correctly, it will not be able to provide translation.
http://www.howstuffworks.com/dns.htm

QUESTION 67
Joe, a user, wants to secure his home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST

effective means of limiting access?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/MAC_filtering

QUESTION 68
Which of the following refers to a process of modifying an IP address to allow the device to become hidden and only accessible on a private network?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ciscopress.com/articles/article.asp?p=25273

QUESTION 69
Which of the following Internet connection types would have the MOST available bandwidth and highest transmission speed?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.broadband.gov/broadband_types.html

QUESTION 70
A technician is called to replace a network jack that has been damaged. Which of the following tools will the technician need to complete this task?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/jargon/c/crimp.htm

QUESTION 71
A small business has a Terminal Services server that off-site employee's access. The server is at an address of 192.168.20.10 and the local router is at 192.168.20.1. Which of the following would be the correct entries to enter into the router's port forwarding to ensure that Terminal Services traffic is getting routed efficiently?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
For port forwarding you need to specify port 3389 and the address of the server.

QUESTION 72
When comparing DSL broadband to cable broadband, which of the following is an advantage of DSL broadband?

A. Upgraded copper lines allow maximum speed greater than cable
B. Signal is not shared back to the switch
C. Signal is shared back to the switch
D. Distance is not a factor in signal speed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A digital subscribers line is not shared back to the switch unlike Cable broadband network.

QUESTION 73
When computers are connected on a network in a manner where the data flows to a central point and then back out describes which of the following networks?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Star_network

QUESTION 74
Which of the following cable types would be the BEST option to transmit video 2000 feet (609.6 meters) without the use of a repeater?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/fiber-optic.htm

QUESTION 75
A technician is given a task of terminating a bundle of CAT5 cables that have not been labeled. Which of the following tools will be the BEST to perform this job task?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You need a crimper, cable tester and a toner probe to terminate a bundle of CAT5 cables.
Crimper will crimp RJ-45 to a CAT5 cable.
You can check the cable with cable tester and a toner probe.

QUESTION 76
Which of the following wireless technologies is primarily setup for video/audio and the frequency is 5 GHz?

A. Cellular
B. 802.11a

C. 802.11b
D. Satellite

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/wireless80211/g/bldef_80211a.htm

QUESTION 77
Joe, a home user, reports that on occasion he cannot print from his laptop to his wireless printer. The problem seems to occur only when Joe is at one end of his home. A technician checks the signal strength of the laptop in that location and finds it to be good. The technician notes that Joe's router is using the default SSID with no encryption. Which of the following could be the issue?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
If you keep the default SSID without encryption, your wifi can get mixed with another WIFI with default settings. To avoid this problem, create a unique SSID with strong encryption so it doesn't get mixed up in the air.

QUESTION 78
Which of the following IEEE 802.11 standards operates natively in both the 2.4Ghz and 5Ghz spectrum?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/IEEE_802.11#802.11n

QUESTION 79
Which of the following connectors would MOST likely be used on a POTS line?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
RJ-11 is an old cable technology that was used with old telephones at home known as POTs. http://en.wikipedia.org/wiki/Plain_old_telephone_service

QUESTION 80
A technician needs to extend the wireless signal in a building.
Which of the following should the technician use?

A. Access Point
B. Switch
C. Hub
D. Router

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Wireless_access_point

QUESTION 81

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Category_6_cable

QUESTION 82
A new firewall has recently been installed and several users are now unable to access the Internet. Which of the following ports is MOST likely being blocked?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Port_80

QUESTION 83
A new secure SOHO is being setup using a wireless network. The users do not want any surrounding neighbors to be able to use this new network. Which of the following would MOST likely need to be configured? (Select TWO).

A. Configure WAP to use Channel 7
B. Configure WAP to use Channel 11
C. Enable SSID broadcast
D. Disable SSID broadcast

E. Enable DHCP server on the router
F. Configure wireless encryption
G. Configure WAP to use Channel 1

Correct Answer: DF
Section: (none)
Explanation

Explanation/Reference:
Explanation:
https://www.gosafeonline.sg/how-do-i-secure-my-homesoho-wi-fi

QUESTION 84
A computer technician is installing a new wireless router for a small office. The office already has an internal device that assigns addresses to users. Which of the following functions needs to be disabled on the router to prevent conflicts?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
DHCP automatically assigns IP address, subnet mask and default gateway to provide access to workstations. Disable DHCP server before installing a wireless router so that you can configure it without DHCP assigning IP addresses to other computers.

QUESTION 85
Which of the following wireless standards only uses TKIP encryption?

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

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Wi-Fi_Protected_Access

QUESTION 86
Which of the following ports MUST be open on a firewall for TELNET to be used?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Telnet

QUESTION 87
Which of the following can provide several networking transmission methodologies to be utilized in a single device?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.howstuffworks.com/router.htm

QUESTION 88

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.zdnet.com/news/dmzs-for-dummies/297743

QUESTION 89
How many total IP addresses are represented by the 255.255.255.0 netmask?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/wirelessterms/g/255-255-255-0-subnet-mask.htm

QUESTION 90
A customer requires that both of the default FTP ports be allowed on the firewall. Which of the following should the technician enable to allow this communication?

(Select TWO).

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

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/tcpip/l/blports_gl10.htm

QUESTION 91
Ann, a small business client, requests a secure SOHO wireless network setup. Ann wants to minimize interference as much as possible from the surrounding businesses yet needs the flexibility for her guests to access the network when authorized. Which of the following would be a feasible solution for Ann?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
https://www.inkling.com/read/dummies-comptia-aplus-clarke-tetz-3rd/understanding-common- wireless/installing-and-configuring-a

QUESTION 92
Which of the following connectors has a distinct round shape to it?

A. RJ-45
B. MiniHDMI

C. RS-232
D. BNC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/BNC_connector

QUESTION 93
Three locations in the same company are connected with routers to a private T-1 point-to-point line. The sites have their own dedicated private subnets but can route to each other. Which of the following networks is described in this scenario?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/cs/lanvlanwan/g/bldef_wan.htm

QUESTION 94
A technician is told that a networked computer will PING the loopback address, but cannot connect to the Internet, nor connect to any file shares. The same computer, when plugged into the network at a different location, works fine. Which of the following tools should the technician use to help determine the cause of the problem?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/jargon/c/cabletest.htm

QUESTION 95
Which of the following uses policies to direct network traffic?

A. Router
B. Switch
C. Access Point
D. Bridge

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Policy-based_routing

QUESTION 96
Which of the following uses the RC4 cipher? (Select TWO).

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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Temporal_Key_Integrity_Protocol

QUESTION 97

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.networkworld.com/research/2002/0909wepprimer.html

QUESTION 98
Which of the following Internet connection types would typically have the GREATEST latency?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/speedtests/a/network_latency.htm

QUESTION 99
Which of the following is representative of a class C address type?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Classful_network

QUESTION 100
Which of the following is the speed limitation for CAT3 wiring?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://customcable.ca/cat5-vs-cat6/

QUESTION 101
If a technician is trying to remote into a computer through a firewall, which of the following ports, by default, MUST be forwarded?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.speedguide.net/port.php?port=3389

QUESTION 102
Which of the following wireless network standards provides the FASTEST throughput?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm

QUESTION 103
Which of the following connectors would be found on a twisted pair cable?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Twisted_pair

QUESTION 104
A customer states that since the new firewall has been installed, the customer has not been able to send email. Which of the following ports on the firewall should be checked?

A. 21
B. 25
C. 110

D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Simple_Mail_Transfer_Protocol Wa

QUESTION 105
A user wants to secure their home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
MAC filtering allows only certain devices to access the network. It has no specific policies or rules. The Mac addresses of devices that you want to allow can be configured in mac filtering and only those devices will access the network.

QUESTION 106
Which of the following are characteristics of transferring data using fiber as the medium? (Select TWO).

A. Fiber can transmit data the farthest distance without requiring a repeater
B. Fiber is the least susceptible to EMI
C. Fiber is the most susceptible to changes in temperature and humidity, which can cause varying transmission speeds
D. Fiber can transmit power as well as data, which will lead to cost savings
E. Fiber is the least expensive means of transmitting data

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://computer.howstuffworks.com/fiber-optic4.htm

QUESTION 107
Which of the following cable types has a MAXIMUM transmission rate of 100 Mb?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Category_5_cable

QUESTION 108
Which of the following cable types is commonly used for analog/digital television transmission?

A. UTP
B. CAT3
C. RG-6
D. SC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.bluejeanscable.com/articles/rg6.htm

QUESTION 109
Which of the following wireless standards has a transfer speed of 11 Mbps?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Which of the following connection types uses an analog signal as a carrier to send and receive data?

A. Cellular
B. Dial-up
C. Satellite
D. WiMAX

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
When using the file transfer protocol in active mode, which of the following ports is used to transfer a file?

A. 20
B. 23
C. 25
D. 115

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
A user, Anne, is moving to a new cubicle and needs to have her analog desk phone switched to a new location. Which of the following tools are required for a technician to make this switch in the network closet?

A. Multimeter
B. Punchdown
C. Cable tester
D. Crimper

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
Which of the following ratings describes a cable that is safe to run above a drop ceiling with open HVAC?

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A. Plenum rated
B. CAT6 rated
C. STP rated
D. CAT5 rated

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
Which of the following network devices provides LAN segmentation and allows for full duplex communication?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
Which of the following network devices would BEST be used to replace a hub?

A. Firewall
B. Modem
C. Switch
D. Bridge

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
Which of the following is the number of octets in an IPv4 address?

A. 4
B. 8
C. 16
D. 64

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
Which of the following describes a network topology MOST commonly used in a SOHO switched network?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
A technician is making RJ-45 patch cables.
Which of the following tools will the technician use to terminate the cable ends?

A. Crimper
B. Punchdown tool
C. Multimeter
D. Loopback plug

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
Which of the following is the FIRST option a technician should consider when deciding to purchase a docking station or port replicator?

A. Difficulty or ease of use for the end user
B. OS compatibility
C. Whether there are enough ports
D. Compatibility of the device it connects to

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
Which of the following laptop displays would provide physical flexibility and transparency?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Flexible_organic_light-emitting_diode

QUESTION 121
A technician needs to replace an internal component on a laptop. Which of the following would be an important step to perform BEFORE replacing the component?

A. Review manufacturer's documentation for disassembly procedures www.braindumps.com 146 CompTIA 220-801 Exam
B. Remove all screws from the bottom of the case
C. Remove the display and all attached wiring from the base
D. Ensure that the battery has a full charge

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Before replacing an internal component on a laptop, it is advised to review manufacturer's documentation and check disassembly procedures.

QUESTION 122
Which of the following types of memory is used with laptops?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/S/SO_DIMM.html

QUESTION 123
Which of the following features is used for security in laptops and can be used by BitLocker in Windows 7 to encrypt the hard drive?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Trusted_Platform_Module

QUESTION 124
Which of the following items describes the function of an inverter module used in a laptop?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wisegeek.com/what-is-a-laptop-inverter.htm

QUESTION 125
Which of the following is the MOST likely light source for a laptop screen? (Select TWO).

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

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.tomshardware.com/reviews/ccfl-led-backlight,2930.html

QUESTION 126
Joe, a user, reports that his laptop display is very faint and hard to read.
Which of the following is the MOST likely cause?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/LED-backlit_LCD_display

QUESTION 127
Which of the following BEST describes the purpose of an inverter in a laptop?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.wisegeek.com/what-is-a-laptop-inverter.htm

QUESTION 128
Which of the following memory types is used exclusively in laptops?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/S/SO_DIMM.html

QUESTION 129
Which of the following laptop features can normally be modified using function keys?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerhope.com/issues/ch000801.htm

QUESTION 130
Which of the following precautions should be followed when replacing RAM in a laptop computer? (Select TWO).

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Before replacing a RAM in a laptop, disconnect all power sources. Wait a few minutes and use an ESD wrist strap or a mat for electrostatic discharge.

QUESTION 131
Which of the following is MOST likely found inside a laptop display assembly? (Select TWO).

A. Battery
B. Volume control
C. Webcam

D. Wireless antennas
E. Finger print sensor

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c0 2516776

QUESTION 132
A technician is trying to install an ExpressCard device for a user. The user's laptop is confirmed to have one spare slot for ExpressCard devices, however, the card is simply too large to fit into the labeled port. Which of the following is MOST likely the issue?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.quepublishing.com/articles/article.aspx?p=1692559

QUESTION 133
A new security flaw and fix has been published about a laptop's OS. Which of the following can be implemented to prevent exploitation?

A. Enable screen lock
B. Patching policy
C. User training
D. Enable hard drive encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.computerweekly.com/feature/Microsoft-patch-management-policy

QUESTION 134
After a technician replaces a laptop display, the technician now notices that the wireless no longer works. Which of the following would be the MOST likely cause?

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A. The wireless switch was damaged during the display installation.
B. The network card has failed.
C. The new display is interfering with the wireless signal.
D. The antenna connector was not reconnected.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
Which of the following is the FIRST step in replacing an internal component on a laptop computer?

A. Remove any externally installed options or devices.
B. Connect a static mat to the work station.
C. Remove the component access cover.
D. Remove the battery.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
Which of the following devices can technically be replaced via hot swap on a Windows 7 laptop?

A. Optical drive
B. Mini PCIe wireless card
C. Memory chip
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
Which of the following is a MAIN difference between a laptop docking station and a laptop port replicator?

A. Docking stations provide power to the laptop
B. Port replicators plug into a special connector
C. Docking stations plug into a USB connection
D. Port replicators enable better video sharing

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
When installing an express card in a laptop, a technician should be aware that the difference between ExpressCard/34 and ExpressCard/54 is which of the following?

A. The width in millimeters of the card
B. The memory on the card
C. The power required to run the card
D. The number of pins on the card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
Which of the following printers includes an imaging drum and fuser assembly?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://theory.caltech.edu/~politzer/supplements/laser-printer.pdf

QUESTION 140
After print head replacement on a printer, it needs:

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.epson.com/cgi-bin/Store/Video-Library/video/Printers-All-in-Ones_Popular-Printers-All-in-Ones/How-to-Align-a-Print-Head/929642678001?BV_UseBVCookie=yes

QUESTION 141
Which of the following should be avoided when installing a laser printer?

A. Surge protector
B. UPS
C. RJ-45 connector
D. Toner

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A laser printer shouldn't be run on an UPS because it requires a lot of constant and clean power.
Avoid plugging the printer into an UPS.

QUESTION 142
A user is required to use a directly connected local printer but is unable to print any documents properly. Various characters are excessively being printed on the top and bottom of each page. Which of the following actions would correct this issue?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
To isolate the problem, update print drivers first. Most of time a corrupted driver is the culprit for most printing problems.

QUESTION 143
A support technician is troubleshooting a user's inkjet printer. The technician notices that color prints appeared blurred with too much yellow on the right of images and too much cyan on the left of pictures. Which of the following could the technician do to correct the color printing?

A. Replace the fuser assembly
B. Replace the cyan cartridge

C. Change the yellow cartridge
D. Calibrate the print heads

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c01365550

QUESTION 144
A user reports that an impact printer is printing characters that are not complete and instead have certain parts missing in most letters. The user has replaced the ribbon, but the problem persists. Which of the following is likely the cause of the issue?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The only logical explanation for this problem is that some pins on the print head are damaged. They are not printing properly even with a new ribbon.

QUESTION 145
Which of the following items should be used when cleaning a laser printer of excess toner?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://home.roadrunner.com/~ketubah/tonermishap/toner/toner.html

QUESTION 146
A non-Ethernet printer needs to be shared by users within a small workgroup. The solution cannot be dependent upon a user's computer being powered on.
Which of the following solutions is appropriate?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Print_server

QUESTION 147
A user has replaced the media in a direct thermal printer with a new type of label. The user reports that when the labels are fed through the printer, nothing is printed on the label.
Which of the following is the MOST likely issue?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Check the media type and confirm whether it is the correct one used for this printer.

QUESTION 148

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.fixyourownprinter.com/forums/laser/6852

QUESTION 149
A company has multiple operating systems and printer models throughout their campus. None of the printers need to be physically secured and are openly accessible throughout the company. Which of the following would be the BEST way to share these print devices?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://kb.netgear.com/app/answers/detail/a_id/229/~/what-is-a-print-server%3F

QUESTION 150
Ann, a user, calls requesting help selecting a printer connection technology. She wants to connect multiple devices to her laptop docking station using an external hub. Which of the following connection technologies would BEST meet Ann's need for multiple devices?

A. Parallel
B. USB
C. FireWire

D. Bluetooth

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
USB is the most common way to connect various devices to a computer.

QUESTION 151
A technician has been asked to determine why a user's print jobs to a particular printer always seem to be delayed compared to other user's submitted jobs. The user states that the jobs print without error, but always seems to be the last jobs to complete at the heavily used shared printer. Which of the following should the technician perform?

A. Adjust the print spooler settings
B. Change the user's IP settings
C. Update the printer's firmware
D. Reload the user's print drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://answers.yahoo.com/question/index?qid=20101018234745AAShKgA

QUESTION 152
Which of the following printer types does NOT need periodic cartridge refills?

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A. Dot Matrix
B. Laser
C. Inkjet

D. Thermal

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
A technician has configured a network print queue for a printer that was just installed. Which of the following ports would the technician use to add the printer to the local workstation?

A. USB
B. COM
C. LPT
D. TCP/IP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
A user is printing pictures to the color laser printer and the bottom half of the picture is faded.
The printer is displaying no errors.
Which of the following is the MOST likely resolution to the problem?

A. Replace the printer ribbon.
B. Replace the pickup assembly.
C. Replace the fuser.
D. Replace the print head.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
A laser printer is mistakenly printing what is meant for a single page onto multiple blank sheets of paper. Which part MOST likely needs replacement?

A. Transfer Ribbon
B. Transfer Belt
C. Duplexing Assembly
D. Separator Pad

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156
A technician is installing a new Windows network printer. Upon completion, the network settings are printed and stored under the printer. How can the technician make sure the printer retains the same network settings permanently? (Select TWO).

A. Configure a DHCP scope for the subnet that the printer is on.
B. Set the printer to use static information.
C. Update the printer in the WINS database.
D. Ask an administrator to create a new DNS name record for the printer.
E. Ask an administrator to create a DHCP reservation for the printer.
F. Configure the printer to use a DHCP relay.

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
Which of the following should be performed when a printer displays "Printer Maintenance Required"?

A. Use the manufacturer's procedure to satisfy the request.

B. Call the manufacturer and schedule time for remote troubleshooting.
C. Replace the drum cartridge, fuser, and toner cartridges.
D. Inspect, clean, and test the printer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
Joe, a technician, receives a report from Ann, an employee, that the payroll printer is printing checks but the characters are not legible. Ann already replaced the printer ribbon but the printing performance is still occurring. Which of the following is the MOST likely cause?

A. Printer drum
B. Pickup rollers
C. Print head
D. Fuser assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
A technician has installed a serial printer on a PC in the shipping department. The printer self test ran without error. The user states that printed documents include many wrong characters. Which of the following should be performed to correct this problem?

A. Replace the printer I/O logic and run the printer self test again.
B. Replace the printer cable and reset the printer to factory defaults.
C. Change the printer communication speed to the port setting speed.
D. Change the Parity to eight bit even and one stop bit.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 160
While performing maintenance on a system for a customer, the screen locks and requests a prompt for a password. Which of the following BEST represents the actions the technician should take to get the PC unlocked?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The best way to get the PC unlocked is to find the user and have him/her enter the password. You don't want to break the password while performing system maintenance because it is unethical.

QUESTION 161
A technician needs to replace a PCI card on a desktop safely. Which of the following would be required prior to touching any of the computer parts within the desktop?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.webopedia.com/TERM/E/ESD_wrist_strap.html

QUESTION 162

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You need to be careful about the cultural differences that may exist for a person from a different country or cultural background.

QUESTION 163
Ann, a user, has moved the orientation of her desk and now has to arrange the power and network cables, which are unable to be run along the baseboard. Which of the following would be the safest and most practical approach?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://i2.wp.com/www.safetyrisk.com.au/wp-content/uploads/2011/09/image8.png

QUESTION 164
Joe, an irate customer, calls the help desk and informs the technician that no one has fixed his problem. The technician looks up the request in the system and finds that the issue is a warranty claim for accidental damage that is not covered by the company. Which of the following would be the BEST approach to resolve Joe's concerns?

A. Tell Joe that the warranty company has already decided not to fix his computer due to the notes in the system.
B. Immediately escalate Joe to the company's department manager.

C. Tell Joe that he does not have an accidental damage warranty and end the call politely.
D. Listen politely to Joe and inform him that accidental damage is not covered by his warranty and escalate to a manager.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You need to be as polite as possible while maintaining business ethics. Politeness is the key to winning an individual's trust. Tell her the accidental damage is not covered by the warranty and give her insight into warranties. Escalate the problem to a manager for a resolution.

QUESTION 165
After a system was hacked by an outsider, a technician is dispatched to the system. The technician records the location of the system on a log and then signs the system over to a tier-two technician. The tier-two technician analyzes the system and then signs it over to the case manager. Which of the following is this an example of?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://en.wikipedia.org/wiki/Chain_of_custody

QUESTION 166
A datacenter server technician notices that several of the last sticks of RAM which were installed as upgrades have been found damaged due to static electricity. This only occurs in a particular server room within a large datacenter. Which of the following environmental hazards is MOST likely at play here?

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

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Explanation:
http://www.ask.com/question/how-does-humidity-affect-static-electricity

QUESTION 167
During a presentation, a client removes confidential proposal materials from the presenter's laptop via an IR connection. This behavior is expressly prohibited by the company. The client's location in the audience is immediately identified. Which of the following should the technician do NEXT?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Report this matter to your supervisor or manager. He can then escalate the problem to higher authorities and take proper action to mitigate or rectify this digital theft.

QUESTION 168
A technician has been tasked with installing a new server into a rack. The new server already has mounting rails installed and has a sticker showing the weight of the server is 80 pounds (36.2 kilograms). Which of the following is the BEST way to install the server from a safety perspective?

A. Move the rack rails in to their fully closed position and then install the server.
B. Have an additional technician assist in installing the server.
C. Connect all of the cabling to the back of the server and then slide it onto the rails.
D. Slide the rack rails out to their fully extended position and then install the server.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
A call logging process would be used by a technician in order to:

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A. assign the appropriate status level for the problem.
B. create records which enable user authentication.
C. help maintain a balanced workload for the help desk technicians.
D. identify common problems among many users.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Exam H

QUESTION 1
Modern desktop computer systems require the following to properly dissipate heat (Select TWO):

A. Temperature Control Panel
B. Thermal Compound
C. Liquid Cooling Systems
D. Processor Heat Sink
E. Case Fan

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A memory type typically used in high end workstations and not generally found in consumer grade PCs is:

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A. DDR3.
B. ECC.
C. PC2-6400.
D. DDR2-667.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which of the following types of software protection will help mitigate any threats coming from worms or Trojans?

A. Spam blocker
B. Anti-Virus
C. Anti Spyware
D. Anti adware

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following characteristics must be matched depending on the specifications of the power grid for the country a PSU will be utilized in?

A. Wattage
B. Amperage
C. Resistance
D. Voltage

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A company printer is used to print payroll checks on paper forms with carbon backing. Which of the following is the BEST type of printer for this scenario?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A technician has had several support requests for one PC. The technician has reseated the PCI cards and replaced the hard drive in the PC located in a school cafeteria kitchen. PCs located in the business office or the classrooms have not had this issue. Which of the following is MOST likely causing this PC's issue?

A. Faulty RAM
B. 240 volt Kitchen outlets
C. Power Brownouts
D. Excessive Heat

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following ports is the default for HTTP?

A. 21
B. 25
C. 80
D. 110

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following is the correct connector for an internal floppy drive?

A. 50-pin SCSI
B. 40-pin ribbon
C. 34-pin ribbon
D. 4-pin SATA

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following printers requires a specialized paper in order to operate?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
A user reports that their hard drive has failed and needs to be replaced. Which of the following should the technician do FIRST?

A. Run the hard disk manufacturer's diagnostic program
B. Re-image the drive
C. Replace the hard drive and load Windows
D. Ask the user diagnostic questions

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A user reports that their touchpad no longer works on their laptop. Which of the following is the FIRST troubleshooting step?

A. Plug in USB keyboard
B. Check for a disable switch
C. Contact the laptop manufacturer
D. Plug in a USB mouse

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Users in an office routinely work with large graphics files. Which of the following preventive maintenance tools can assist in maintaining system performance?

A. FPROT
B. DEFRAG
C. CHKDSK
D. SFC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A Windows 7 user has documents spread throughout multiple hard drives and wishes to organize and search them in one panel. Which of the following features should they be shown?

A. Windows Explorer
B. My documents

C. Windows Desktop Search 4.0
D. Libraries

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
A user reports that they walked away from their laptop for 30 minutes and when they came back the screen was very dim. The user tried moving the mouse and increasing the brightness setting, but neither worked. Which of the following should the technician do FIRST?

A. Plug in an external monitor to test the video card.
B. Run a check disk scan to verify there is no corruption.
C. Check if the laptop is now on battery power.
D. Have the LCD screen replaced with a known good screen.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following connectors is commonly used on a shielded twisted pair cable?

A. BNC
B. RJ-45
C. F
D. HDMI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
A technician has installed a new driver on a computer. Upon rebooting the computer, a stop error occurs before the technician can log back in. Which of the following would be the BEST option for the technician to do NEXT?

A. Boot the computer to the Recovery Console.
B. Boot the computer with a Windows Installation CD.
C. Boot the computer using Last Known Good Configuration.
D. Boot the computer using Safe Mode with Networking.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following is the MAXIMUM cable length for 802.3 Ethernet?

A. 33 Feet (10 meters)
B. 100 Feet (30 meters)
C. 328 Feet (100 meters)
D. 1200 Feet (366 meters)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following occurs during POST?

A. OS loads
B. Safe Mode starts
C. RAM check

D. MBR check

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following protocols is used to assign an IP address to a host?

A. FTP
B. ATAPI
C. DNS
D. DHCP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A customer wants to use a Microsoft virtual solution on an existing high-end graphics workstation. Which of the following is required to accomplish this task?

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A. The motherboard must support PCI version 2.3 or above to use virtual technology.
B. The motherboard BIOS must support virtual technology.
C. The CPU L1 cache must have a minimum of 1 MB to support virtual technology.
D. The chipset of the motherboard must have digitally signed drivers to work with virtual technology.

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
When replacing a print head in an impact printer, special care MUST be given to adjustinG.

A. the ribbon drive assembly
B. the form thickness
C. the platen gap
D. the form length

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A technician needs to harden a wireless small office home office (SOHO) network so that internal IP addresses are hidden from Internet users. Which of the following should the technician configure?

A. Configure NAT
B. Configure port forwarding
C. QoS
D. SSID broadcast

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following protocols is used to resolve an IP address to domain name?

A. DHCP
B. SMB
C. LDAP
D. DNS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following devices would MOST likely require a serial adapter to be installed on a modern PC?

A. External modem
B. TV tuner
C. Mouse
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
The user turns on the computer and hears a popping sound and detects a burning smell. The system will not power on. Which of the following is the MOST likely problem?

A. Power supply has blown.
B. CPU fan is faulty.
C. Motherboard has overheated and shutdown.
D. UPS has been tripped.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following can be hot-swappable?

A. Hard drive
B. Tape drive
C. Floppy drive
D. DVD-RW

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following is a characteristic of a serial I/O port?

A. RJ-11 connector
B. DB-15 connector
C. DB-9 connector
D. RJ-45 connector

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following expansion devices would allow a user to utilize multiple hardware profiles to control an external display and power option?

A. PCI Express card
B. KVM

C. PCMCIA card
D. Docking station

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A user wants to install a new game and needs to make sure the proper version of DirectX is installed. Which of the following is the BEST way to check for the DirectX version?

A. REGEDIT
B. services.msc
C. Dxdiag
D. msconfig

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following methods can be used to apply a file system to a hard drive partition? (Select TWO).

A. Device Manager MMC
B. Format Command
C. Disk Management MMC
D. Windows Explorer Menus
E. FDISK Command

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following malicious software types will create multiple pop-ups on a computer?

A. Adware
B. Grayware
C. Worms
D. Spyware

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
On which of the following transmission media types can LC connectors be found?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following network connections would use a standard POTS line to both send and receive Internet packets? (Select TWO).

A. Dial-up
B. DSL
C. Satellite

D. OC3
E. T1

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Which of the following is the NEXT step in the troubleshooting theory after identifying the problem?

A. Establish a theory of probable cause
B. Test the theory
C. Implement preventative measures
D. Establish a plan of action

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A customer states their computer was fine until yesterday when they heard a pop noise and the computer stopped working. Which of the following components should the technician test FIRST?

A. Main system board
B. Processor
C. Hard disk drive
D. Power supply

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A technician just finished installing a new printer on an end user's computer. Which of the following will enable the technician to see the test page option for the printer?

A. Right-click on the printer and select Properties
B. Double click on the printer icon
C. Right-click on the printer and select Set as Default
D. Right-click on the printer and select Open

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
An end user reports that their computer is making noise constantly. The technician notes that the hard drive activity light is on frequently. The technician finds plenty of free space on the drive. Which of the following BEST explains why the drive light is continuously active?

A. The system has a fragmented hard drive.
B. The drive interface needs to be changed.
C. The user has too many documents on the hard drive.
D. The system page file has an issue.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A customer's computer crashes consistently when a specific application is launched. The technician has looked at the computer and confirmed the cause of the crash. Which of the following is the NEXT troubleshooting step the technician should take?

A. Verify full system functionality.
B. Document the findings, actions, and outcomes.

C. Establish a plan of action to resolve the problem.
D. Question the user and identify changes the user has made to the system.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following services processes print requests and sends them to the printer?

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A. Printer Driver
B. Print Spooler
C. Printer Service
D. Print Properties

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
A user reports that their UPS is making a loud beeping sound.
Which of the following would cause this problem?

A. The UPS is overcharged.
B. Incorrect wattage on the power supply.
C. The UPS battery is not charged.
D. The UPS is in power management mode.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A user is unsatisfied with the quality of the repair that another technician has completed on their PC. Which of the following should be done to help the user?

A. Agree with the user's complaints
B. Clarify the user's statements
C. Minimize the user's criticism
D. Shadow the other technician on the next repair

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician receives a request to investigate illegal copyrighted content that may exist on a company laptop. Which of the following is the FIRST step in dealing with the request?

A. Preserve the data
B. Identify content
C. Document changes
D. Report to the user's supervisor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43

When securing evidence of misconduct or illegal activity, which of the following describes the proper safeguarding of evidence?

A. CAPTCHA
B. Spear phishing
C. Chain of custody
D. Access control

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
The technician is installing a new video card. Which of the following actions should the technician perform prior to installation?

A. Disconnect power supply from motherboard.
B. Disconnect UPS from the wall's electrical outlet.
C. Disconnect Power over Ethernet (PoE) cable.
D. Disconnect power from the workstation's power supply.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
A technician replacing a CRT monitor and the battery inside of a UPS wishes to dispose of the replaced hardware. Which of the following should the technician do to BEST ensure proper disposal?

A. Store equipment in IT inventory.
B. Donate to a local nonprofit organization.
C. Follow local government regulations for disposal.
D. Affix MSDS sheet to items for the waste management company.

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A company has experienced recent heat wave conditions that have caused blackouts. The company is concerned about possible data corruption. Which of the following would help mitigate their concerns?

A. Battery backup
B. Proper ventilation
C. Humidity control
D. Surge suppressor

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
A user reports a number of inappropriate files appearing and disappearing from their computer. The technician identifies a program running that would appear to be the source of the rogue data. Which of the following should the technician do NEXT?

A. Discover where the files originate
B. Report the activity to management
C. Preserve the inappropriate files
D. Document the result of the service call

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
A technician, Anne, is working on the CEO's laptop and notices that there are some confidential documents scattered all over the desk. Which of the following is the

BEST course of action to follow?

A. Read the scattered documents to see if there are any new company rules going into effect
B. Move all the documents to one side of the desk and leave them there
C. Continue working while ignoring the documents on the desk
D. Contact the CEO before proceeding with work and ask them to store them in a safe place

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
A technician is preparing to donate several workstations to a local school but wants to ensure the hardware is not faulty. Which of the following tools will test the internal hardware for failures?

A. Checking disk utility
B. Built-in diagnostics
C. Wiping drive utility
D. Reinstalling the OS

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
A customer reports that a printer is constantly jamming, and paper is usually stuck in the paper tray. Which of the following is the MOST likely cause?

A. Transfer belt
B. Fuser assembly
C. Pickup rollers
D. Duplex assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
A user reports that an impact printer seems to be skipping characters or printing incomplete characters. Which of the following is the MOST likely cause?

A. Toner cartridge
B. Print ribbon
C. Print head
D. Ink cartridge

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

A. Video adapter failure
B. Memory failure
C. Power supply failure
D. CPU failure

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Newer laptop and TV LCD display panels can be viewed from any angle without loss of image quality. Which of the following technologies do these panels use?

A. TTL
B. OLED
C. IPS
D. CCFL

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
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. DVI to HDMI

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
A user wants to connect a set of Bluetooth speakers to a laptop. Which of the following should be done to enable the laptop to play through the speakers?

A. Update the BIOS
B. Perform device pairing
C. Update sound drivers
D. Turn off built-in sound card

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following devices utilizes PoE technology? (Select TWO).

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A. Wireless router
B. VoIP
C. UTM appliance
D. Firewall
E. IP camera

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A desktop computer is exhibiting artifacts on the screen after prolonged use. A technician has already updated the video drivers and ran all operating system updates. Which of the following is the MOST likely cause for this?

A. Defective cabling
B. Outdated system BIOS
C. Incorrect GPU firmware
D. Overheating GPU

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Select TWO).

A. Molex
B. SPDIF
C. eSATA
D. HDMI
E. USB 3.0
F. CAT6e

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity of 750MB?

A. USB drive
B. DVD-R

C. Blu-Ray
D. CD-R

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A user is asking for recommendations on building a PC that will primarily be used for gaming. Which of the following should the technician recommend? (Select TWO).

A. 7.1 sound card
B. CAD video card
C. Virtualization support
D. Thunderbolt expansion cards
E. RAID controller
F. High-end video card

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve the issue?

A. Disable SSID broadcast
B. Setup UPnP
C. Enable QoS
D. Configure DMZ

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 63
A technician is troubleshooting a desktop PC. When the power button is pressed, the fan momentarily spins and the PC does not boot. Which of the following components is MOST likely the problem?

A. CPU
B. CMOS battery
C. RAM
D. Power supply

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A technician is troubleshooting performance issues with a desktop PC and hears clicking noises coming from inside the case. Which of the following is the MOST likely cause?

A. Low voltage power supply
B. Failing magnetic hard drive
C. Corrupted Solid State Drive
D. Overheated RAM

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Ann, a business traveler, calls her company's help desk reporting that she cannot connect to the hotel's Internet. Which of the following is the FIRST troubleshooting step the help desk technician should advise?

A. Verify WiFi is enabled
B. Check the proxy settings
C. Contact the hotel's front desk
D. Boot into Safe Mode

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A computer is running very slowly and there is a clicking sound coming from the tower. Which of the following is the BEST course of action?

A. Format the drive and install the OS.
B. Partition the drive. Format the drive and install the OS.
C. Backup data. Format and install the OS.
D. Backup data. Replace the drive and install the OS.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A computer will not load Windows and displays the error message "Operating system not found". Which of the following tools should the technician use to troubleshoot the issue?

A. bootrec
B. diskpart
C. format
D. sfc

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 68
A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

A. Replace monitor.
B. Replace video card.
C. Replace video cable.
D. Replace power supply.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following ports is used for a secure browser connection for an online purchase?

A. 23
B. 80
C. 110
D. 443
E. 3389

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
When troubleshooting a motherboard that has no power, which of the following steps would the technician do FIRST?

A. Use a multimeter tester.
B. Use a post card tester.
C. Replace the motherboard with a new one.
D. Make sure the computer is plugged in.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A technician has a computer with three hard drives and wants to create a RAID array with parity. Which of the following RAID configurations should be installed?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
A client has requested the use of an AMD CPU on a workstation computer. Which of the following motherboard sockets MUST be utilized for this customer's PC?

A. FM2
B. Socket H
C. ZIF
D. 2011

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
A customer is building a high-end gaming PC and is seeking an appropriate power supply unit. Which of the following feature-sets of a power supply should be installed? (Select THREE).

A. Mini-ITX form factor
B. High number of connectors
C. 24-pin main connector
D. 20-pin main connector
E. 350-450 watts of power
F. Dual 12v rails

Correct Answer: BCF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
A technician is tasked with installing a printer for use in a department with ten users in a wireless- only environment while directly connected to the network. Which of the following network modes should the technician utilize in the printer setup?

A. Ad hoc
B. Bluetooth
C. Ethernet
D. Infrastructure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A technician is reviewing the output of an ipconfig command. Which of the following listed IP addresses forwards traffic to another network or subnet?

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A. DHCP server
B. DNS servers
C. Subnet mask
D. Default gateway

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
After installing a new wireless router in a home office, a user's remote clients have lost the ability to access the FTP server on the user's home office LAN. Which of the following features in the router MUST be configured before the clients can regain secure access?

A. QoS
B. Port triggering
C. Port forwarding
D. MAC filtering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
After upgrading a customer's motherboard and CPU, the PC will not boot. The technician can hear a single long beep lasting 4-5 seconds. This beep repeats until the unit is powered off. Which of the following is the MOST likely cause of this alarm?

A. The technician has shorted out the motherboard.
B. The technician has not properly seated the RAM.
C. The technician has not connected the keyboard.
D. The power supply is insufficient for the upgrade.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A user has a virtual machine that is running slowly and needs to increase performance. Which of the following components, when upgraded, would have the MOST significant impact?

A. RAM
B. Video card
C. Optical drive
D. Cooling

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A user has requested a technician to upgrade a small form factor open source PC to facilitate video capture. Which of the following should be used?

A. IDE sound card
B. PCIe video card
C. Riser card
D. PS/2 adapter

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

A. Loop back plug
B. POST card
C. Power supply tester
D. Multimeter

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A user, Ann, logs in to her computer and receives an error that states "this IP address is already in use". All computers are assigned dynamic IP addresses. When following best practices, which of the following commands should the technician run? (Select TWO).

A. ipconfig

B. ipconfig /release
C. ipconfig /flushdns
D. ipconfig /renew
E. ipconfig /?
F. ipconfig /all

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
A technician has noticed that a client has an unsecured wireless network. Which of the following is the BEST security encryption type to protect the wireless network from intrusion?

A. WEP2
B. WEP
C. WPA2
D. WPS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

A. Failed Operating System
B. Faulty mouse
C. Faulty CPU
D. Not enough memory

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

A. Connect an external monitor into the laptop to determine if the LCD has failed.
B. Boot the system from either a boot CD or other removable media type.
C. Disconnect the AC and battery power and hold the power button for several seconds.
D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?

A. One of the pins on the VGA cable was damaged.
B. The monitor did not natively support VGA input.
C. The PC was originally configured to output to HDMI.
D. The video card drivers were out of date.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

A. Install the latest drivers from the hardware vendor.
B. Perform a scan of the drive for file fragmentation.
C. Run chkdsk on the workstation's hard drive.
D. Reformat the drive and reinstall the OS.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following is the purpose of DHCP?

A. Resolves host names to IP addresses
B. Assigns MAC address hosts on a network
C. Resolves host names to MAC addresses
D. Ability to automate the IP schema to hosts

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
Which of the following HD PC connector types are used for connecting dual monitors to a workstation? (Select TWO).

A. VGA
B. HDMI
C. SPDIF
D. Coaxial
E. DVI

F. S-video

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
Which of the following is required during the installation of a digitizer?

A. Must be connected to the Internet
B. Must be cleaned
C. Must have the latest software installed
D. Must be calibrated

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Which of the following RAM types can continue working if there is corrupt data?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
A technician has a desktop with two hard drives. The technician would like to configure a RAID array such that one drive can fail, but data can still be accessed. Which of the following RAID types should the technician install?

A. 0
B. 1
C. 5
D. 6

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The telephone line connected to the expansion card is MOST likely which of the following cable types?

A. Coaxial
B. CAT3
C. CAT6
D. Multi-mode fiber

E. Single-mode fiber

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
A technician works for a company that has virtual servers and virtual desktops. The company hires a user who only needs to access the virtual desktops. Which of the following is the MOST cost-effective workstation to purchase?

A. Thin client
B. Gaming PC
C. CAD PC
D. Thick client

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following cables can transmit Gigabit speeds? (Select TWO).

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A. CAT3
B. CAT4
C. CAT5
D. CAT5e
E. CAT6

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
A user has a laptop and is trying to connect to a wireless network but is unable to see any SSIDs. Which of the following would be the FIRST thing that the technician should do?

A. Connect the laptop to a wired connection
B. Reboot the nearest access point
C. Try to connect another device
D. Check that the wireless radio is not turned off

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
A technician is troubleshooting a workstation's hard drive with multiple read/write failures. Which of the following can be used to repair the hard drive?

A. format
B. diskpart
C. defrag
D. chkdsk

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99

Which of the following components of a motherboard is responsible for communications between CPU and RAM?

A. North Bridge
B. South Bridge
C. PCIe slot
D. CMOS battery

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
An operating system running from a portable flash drive needs fast read/write speeds. Which of the following technologies is BEST suited to support this?

A. SATA3
B. FireWire 800
C. USB 3.0
D. eSATA

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
A technician needs to enable remote connections to a workstation that is to be accessed from an external network. Which of the following settings on the router needs to be configured?

A. Network Address Translation
B. Quality of Service
C. Port forwarding
D. Client-side DHCP

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
A technician has been dispatched to work on a printer and must perform the following tasks:
remove jam, clean heads, replace cartridge, and calibrate. Which of the following printer types will the technician be servicing?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

A. ESD strap
B. PSU tester
C. Cable tester
D. Loopback plug

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
Which of the following display types is typically found on tablets and monitors with wide viewing angles?

A. Cathode Ray Tube
B. In-Plane Switching
C. Twisted Nematic
D. Organic LED

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
Which of the following cable connection types is an example of a mini DIN?

A. BNC
B. PS/2
C. RCA
D. DB9

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
Turning off DHCP on a SOHO wireless router will require manual entry of which of the following workstation settings? (Select TWO).

A. HOSTS file IP addresses
B. HIPS server IP address
C. Proxy server IP address
D. DNS server IP address
E. Gateway IP address

Correct Answer: DE
Section: (none)

Explanation

Explanation/Reference:

QUESTION 107
A user reports a long delay when attempting to open a large, often used database file on the local drive. Which of the following tools would MOST likely be used to resolve this issue?

A. defrag
B. system restore
C. sfc
D. diskpart

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
A computer technician wants to boot up a computer using a USB flash drive. After inserting the USB drive and powering on the computer, it does not boot to the flash drive and instead boots to the OS on the hard drive. Which of the following is MOST likely the cause?

A. The boot order in the BIOS is incorrect
B. The hard drive is not formatted
C. There is a disc in the optical drive
D. There is insufficient memory

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

A. Clock speed
B. Hyperthreading
C. Fan speed
D. Number of cores

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Which of the following connectors provide power to the system board? (Select TWO).

A. IDE
B. SATA
C. Molex
D. 4-pin 12v
E. 24-pin ATX
F. 6-pin PCIe

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
Which of the following is an advantage of using DHCP for network addressing?

A. Simplified configuration
B. More addresses are available
C. Faster connection speeds
D. Lower latency times

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 112
A user reports that every time a document is printed to a laser printer, the document lettering smudges, making it unreadable. Which of the following is the cause?

A. The print server is receiving error codes.
B. The toner cartridge is leaking.
C. The fuser is not functioning properly.
D. The ink has not fully dried.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

A. MicroUSB
B. Molex
C. MiniUSB
D. Lightning

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
A user wants to share access to the Internet from a smartphone to another mobile device. Which of the following Internet connection types should be used?

A. Bluetooth

B. IR
C. Tethering
D. DSL

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
A network technician is in the process of setting up a university lab. The lab requires 23 workstations; the workstations will need to be segregated from the rest of the network, with no wireless access, while limiting collisions. Which of the following will satisfy these requirements while being the LEAST expensive?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
A network technician is in charge of creating the network cut sheet for an existing building. Some of the ports have been labeled, but some of the labels are unreadable. Which of the following tools would be BEST used to identify termination location?

A. Tone generator and probe
B. Loopback plug
C. Cable tester and certifier
D. Punchdown tool

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
A user reports that a laptop is turning on but the battery is not charging and the laptop power icon indicates it is not plugged in. The user inspects the power adapter; the green light is on and plugged into the laptop. Which of the following is the MOST likely cause of the issue?

A. DC jack
B. CMOS battery
C. LCD inverter
D. Faulty battery

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
A user, Joe, is watching a training education video and notices dark pin-sized dots in the same location on his laptop LCD screen. Which of the following is the cause of this issue?

A. Distorted image
B. Dead pixels
C. Pixelation
D. Incorrect color palette

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

A. Slow transfer speeds

B. IP address conflict
C. Incorrect gateway
D. Packet collisions

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
When upgrading RAM in a laptop, which of the following would a technician need to check FIRST in the manufacture's specifications?

A. Compatibility between CPU and memory module
B. Maximum capacity of the motherboard
C. Number of slots available on the motherboard
D. Maximum capacity of each RAM module

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
A user notices the printed pages from a network laser printer are creased and pressed. Which of the following should the technician check FIRST when troubleshooting this problem?

A. Fuser
B. Paper exit path
C. Rollers
D. Scanner assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
A user wants to connect a laptop to the office LAN, charge the battery, and have a dual screen setup. Which of the following would BEST solve this user's requirements?

A. Digitizer
B. Thunderbolt
C. Docking station
D. Desktop mode

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
Android smartphones are typically different from other smartphone devices in that:

A. Android devices use apps that are more secure than other devices.
B. Android devices use open source operating systems.
C. Android devices can only operate with a proprietary operating system.
D. Android devices can receive apps from different sources.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
A user has a laptop on a docking station that is used as a primary workstation. Whenever the user undocks the laptop to go to a meeting, the laptop powers off after only a few minutes.
Which of the following should the technician MOST likely replace?

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A. Motherboard
B. Battery
C. Docking station
D. Display

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 125
A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

A. BNC
B. RJ-12
C. RJ-45
D. ST
E. F-connector

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 126
A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following would be the MOST likely reason?

A. Poor paper quality
B. Incorrect paper size
C. Defective duplexer
D. Worn feed rollers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
A customer has a Windows 7 laptop that is a few years old. The customer reports that the laptop performance is slow. A technician checks the laptop and finds it has the maximum 8GB of RAM, an i5 processor, and a 5400 RPM magnetic hard drive. Which of the following is the BEST way the technician can improve the performance of the laptop?

A. Upgrade the memory in the laptop to 16GB.
B. Replace the 5400 RPM hard drive with a SSD.
C. Replace the i5 processor with an i7 processor.
D. Upgrade the operating system to Windows 8.1.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128
Members of a sales team travel frequently with their laptops. The members have reported that hotel WiFi is unreliable and unsecure. Which of the following devices could the IT department recommend to use instead of hotel WiFi?

A. NIC teaming
B. WWAN hotspot
C. NFC enabled tablet
D. Bluetooth tethering

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
A customer asks a technician to upgrade a desktop computer to support the DVI-D interface. Which of the following PC expansion cards would the technician upgrade?

A. FireWire card
B. Network card
C. Thunderbolt card
D. Video card
E. Sound card

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
A technician needs to physically secure a laptop while it is in the hotel room. Which of the following items would be used for this purpose?

A. Encrypt the hard drive
B. Cable lock
C. Multifactor authentication
D. Docking station

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
Ann, a user, wants to host a gaming server on her SOHO network. Which of the following features on the SOHO router would need to be configured?

A. Channels
B. DHCP
C. Port forwarding
D. Firmware

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 132
A technician is troubleshooting a printer that is displaying a paper jam error message. The technician attempts to clear the jam but there is not any actual paper stuck in the printer. Which of the following is MOST likely causing this problem?

A. Defective sensors
B. Defective rollers
C. Defective power adapter
D. Defective print cartridges

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 133
A user is on a business trip with a company issued Windows 7 laptop and is unable to connect to corporate WLAN. To temporarily reconfigure the settings, which of the following must the technician must access?

A. Start/Control Panel/Network and Sharing Center/Change Adapter Settings/Wireless Network Connection Properties
B. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Profile Types
C. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Create an ad hoc network
D. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Manually create a network profile

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 134
Which of the following enables touch functionality on a laptop display?

A. IPS
B. Digitizer
C. Inverter
D. OLED

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

A. Plug the phone into a known good charger
B. Remove and reseat the battery
C. Replace the screen glass assembly
D. Replace the battery and charge the phone

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
A user reports that the mobile device in use has a very dim display. Which of the following is a possible solution for this issue?

A. Perform a soft reset

B. Adjust configurations/settings
C. Reinstall the OS
D. Replace the power cord

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to easily solve the problem?

A. Reseat the drive cable in the array.
B. Replace the RAID controller.
C. Replace the faulty drive in the array.
D. Reinstall the RAID drivers.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
A technician has set a laptop display to a resolution that was not supported and now cannot see the desktop. Which of the following diagnostic options would the technician choose to correct the issue?

A. VGA mode
B. Driver rollback
C. Restore from backup
D. Recovery console

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

A. Lightning
B. KVM switch
C. USB 3.0
D. Docking station

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

A. Use a USB to RJ-45 dongle
B. Enable Bluetooth
C. Enable NIC teaming
D. Replace the motherboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

A. Remove the battery and let it cool for 24 hours
B. Fully discharge and then fully recharge the battery
C. Short the battery terminals with a paper clip
D. Replace the battery with a new one

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 142
Which of the following is the benefit of a modern tablet as compared to an e-Reader?

A. A tablet has a longer battery life
B. A tablet has the ability to host web services
C. A tablet has better backlighting for reading in the dark
D. A tablet has the ability to run graphically intense applications

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
A technician has been requested to replace an Intel CPU with an AMD CPU on a laptop. Which of the following components will need to be replaced as the technician prepares to complete the order?

A. System board
B. Inverter
C. Memory
D. DC jack

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
Which of the following components is responsible for converting light into digital information?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 145
A customer brings a laptop in for repair, because the screen image is upside down.
Which of the following is the BEST solution?

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A. Change the screen orientation
B. Replace the video card
C. Connect an external monitor
D. Update the video card drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 146
A company wants to use a laptop as a public kiosk in the lobby. Which of the following should the technician MOST likely recommend in order to secure the laptop?

A. Use a cable lock
B. Enable data-at-rest software
C. Enable a screensaver with password
D. Install a retina scanner

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
Which of the following types of devices MOST likely uses electronic ink technology?

A. Smartphone
B. Phablet
C. e-Reader
D. Tablet

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
Which of the following types of expansion slots is MOST frequently found in blade servers?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
A user attending a conference needs to print something from a tablet immediately. Which of the following is the QUICKEST way for the technician to establish a connection for the user to print?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
Joe, a technician, is troubleshooting an issue with a PC suddenly losing network connectivity. He has confirmed that the cable is plugged in and has swapped it with a known working cable. Joe then pings the IP address of 127.0.0.1 and receives no response. Which of the following could be the cause of the issue? (Select TWO).

A. The computer has the wrong DNS server configured.
B. The TCP drivers are corrupted.
C. The cable has been unplugged from the patch panel.
D. The routing table on the router is corrupted.
E. There is RF interference on the cable.
F. The NIC is no longer functioning properly.

Correct Answer: BF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 151
Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

A. DHCP
B. IPv6
C. DMZ
D. SSID

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
Which of the following memory types is primarily used in laptops?

A. SDRAM

B. DDR2
C. ECC
D. SODIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
A technician is planning a hardware upgrade of a workstation. The technician would like to upgrade the video card, sound card, and NIC and add a USB 3.0 card. 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
Which of the following cable types should be installed to minimize toxic fumes in the event of a fire?

A. Fiber
B. STP CAT6
C. Plenum
D. Coaxial

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156
A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

A. Backlight
B. Digitizer
C. Inverter
D. Polarizer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
A user reports that all printouts to a locally attached printer show only garbled characters. Which of the following tools should a technician use to troubleshoot the issue?

A. Programs and Features
B. Performance Monitor
C. System Configuration
D. Device Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
Which of the following would a company use to limit traffic between subnets on a network?

A. Repeater
B. Bridge

C. Hub
D. Switch

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
A technician needs to connect a fiber cable to a distribution panel that has a round barrel connection. Which of the following would be required?

A. SC
B. LC
C. BNC
D. ST

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 160
A technician is tasked with finding and labeling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?

A. Ethernet cable tester
B. Tone generator and probe
C. RJ-45 loopback plug
D. Patch panel punchdown tool

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 161
A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

A. a
B. ac
C. b
D. g
E. n

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 162
A customer has a printer that needs to be installed and wants to be able to print on both sides of the paper. Which of the following needs to be considered?

A. Orientation
B. Duplexing
C. Collating
D. Scaling

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 163
A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

A. Controller firmware

B. Power requirements
C. File system type
D. System BIOS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 164
A user calls the help desk to inform the technician that the desktop laser printer has bad memory and needs to be replaced. After some inquiry, the technician discovers that the user is receiving an "insufficient memory" error when trying to print photos. After verifying that print spooling has been enabled, which of the following is the BEST course of action for the technician? (Select TWO).

A. Clear all temp files from the printer's spool folder on the user's PC
B. Replace the desktop laser printer due to faulty onboard RAM
C. Remove and reload the laser printer driver from the user's PC
D. Recommend that the user print the photos using an inkjet printer
E. Suggest that the user lower the size or resolution of the photos

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 165
A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

A. nbtstat
B. tracert
C. nslookup
D. netstat

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

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A. Install the memory in the four white slots
B. Install the memory in the four blue slots
C. Consult the motherboard documentation
D. Install the memory in slots 0 through 3
E. Fill all slots with memory

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
Which of the following Internet connection types is a digital form that runs over standard telephone wiring?

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

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 168
Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

A. Drive lock
B. Intrusion detection
C. BIOS password
D. Trusted platform module

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 169
A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower response times than usual. Which of the following is the user MOST likely experiencing?

A. Advertisements
B. Resource consumption
C. A trojan infection
D. Unremoved viruses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 170
A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

A. The display is defective.
B. The video card needs to be flashed.
C. The internal adapter has not been disabled.
D. The new video card is defective.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

A. Establish a plan of action to resolve the problem
B. Implement the solution
C. Test the theory to determine cause
D. Verify full system functionality

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
A user can no longer launch their word processing program. The program worked fine yesterday. Which of the following options could BEST be used to fix the word processing program?

A. Safe Mode
B. Automated System Recovery
C. Last Known Good Configuration
D. System Restore

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 173
The contrast ratio for an LCD monitor is BEST defined as the ratio between:

A. display resolution and brightness.
B. power consumption and output intensity.
C. power savings of a comparable CRT monitor and the LCD.
D. the darkest and lightest displayed output.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

A. Change the BIOS settings to the local time
B. Adjust the voltage selector switch
C. Attach a 220 volt power strip from the current region to the PC
D. Attach a 120 volt battery backup power supply to the PC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
Which of the following technologies is the MOST secure form of wireless encryption?

A. SSL
B. WPA

C. WEP
D. TLS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 176
The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

A. Jumper settings are incorrect
B. The RAM module is defective
C. The memory slot is defective
D. CMOS needs to be flashed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177
Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

A. Quad core
B. Triple core
C. Dual core
D. Hyper-threading

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

A. 8-bit
B. 16-bit
C. 32-bit
D. 64-bit

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 179
A technician needs to configure a computer system for MAXIMUM safety of stored data while staying cost effective. Which of the following RAID levels should be used?

A. RAID 0
B. RAID 1
C. RAID 3
D. RAID 5

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
Which of the following cable types delivers a signal over a single pin connector?

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A. Ethernet
B. Coaxial
C. S-video
D. DVI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam G

QUESTION 1
A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

A. a failing backlight.
B. burn in.
C. a bad inverter.
D. dead pixels.
E. EMI.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
When a technician is planning to replace a laptop hard drive, the technician will need to:

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A. select a drive that is the correct form factor.
B. choose the correct drive cache size for the laptop.
C. also upgrade the memory.
D. verify voltage requirements.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which of the following is the form factor of a standard Parallel connector?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A company wants to conserve paper without limiting the ability to print. Which of the following settings needs to be configured?

A. Orientation
B. Duplex
C. Collate
D. Quality

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?

A. Use a multimeter to test voltage.
B. Replace the laptop with a new one.
C. Replace the battery.
D. Connect an external display device.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

A. diskpart
B. chkdsk
C. format
D. clean

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?

A. 4:3
B. 5:4
C. 16:9
D. 256:135

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A customer wants to connect a laptop to a mobile device's Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

A. IR
B. NFC
C. Hotspot
D. Lightning

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Legacy software needs to be installed on a netbook.
Which of the following is MOST likely needed in order to install the software?

A. Lightning port
B. Bluetooth adapter
C. USB optical drive
D. NFC chip

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following connectors can be used for video, audio, and storage devices?

A. DVI
B. DisplayPort
C. HDMI

D. Thunderbolt

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
Which of the following are the BEST features to include in a Home Theater PC? (Select TWO).

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A. Liquid Cooling
B. VGA Output
C. Dual Monitors
D. Digital Audio
E. HDMI Output
F. NFC Capability

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
A user wants to enable hands-free for a smartphone in a car.
Which of the following needs to be performed?

A. Enable WiFi
B. Driver installation
C. Device pairing

D. Enable NFC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

A. Optical drive
B. Capture card
C. Thunderbolt
D. External storage

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
A technician finds an external hard drive with the markings "IEEE 1394" on it. Which of the following cable types would be needed to view the contents of this drive?

A. Ethernet
B. eSATA
C. FireWire
D. MicroUSB

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

A. NAT
B. DMZ
C. PAT
D. DHCP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

A. Place server in DMZ.
B. Change DHCP settings.
C. Enable port forwarding.
D. Adjust QoS settings.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

A. Replace the failed drives and restore the data from backup to the RAID.
B. Replace one of the failed drives and run the RAID repair.
C. Replace the failed drives and format the RAID using the quick option.
D. Replace one of the failed drives and repair the RAID using system utilities.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A video projector shows the image from a laptop, but everything is colored blue. Which of the following is the MOST likely the cause?

A. Dead pixels
B. Video resolution
C. Failing lamp
D. VGA connection

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

A. Fitness monitor
B. e-Reader
C. Smartwatch
D. Smartphone

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

A. Scanning
B. Collating
C. Faxing
D. Duplexing

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 23
A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

A. POST card
B. Loopback plug
C. Multimeter
D. Cable tester

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

A. Install the correct drivers on the server.
B. Delete and reconnect to the print queue on the client machine.
C. Restart the print queues on the print server.
D. Reinstall the printer drivers on the client desktops.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A user reports the cursor jumps around when typing in documents on a new laptop. Which of the following is MOST likely causing the issue?

A. Touchpad settings
B. Screen calibration
C. Incompatible software
D. Unsigned hardware

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
A customer wants the thinnest laptop possible.
Which of the following display technologies typically allows for thinner devices?

A. IPS
B. OLED
C. LCD
D. DisplayPort

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A user is attempting to print a color document but it will not print in color. Which of the following should the technician do FIRST to fix the problem?

A. Reset printer IP address.
B. Change color toner cartridge.
C. Check grayscale setting.
D. Reinstall printer driver.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

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A. VPN passthrough
B. QoS
C. Static IPs
D. Port forwarding

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
A customer wants to copy a database that is 97GB in size for multiple uses. Which of the following format specifications should the customer use?

A. BD ?RE DL
B. BDXL
C. BD ?RE
D. BD-R

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following ports is used when accessing a website with SSL encryption?

A. 22
B. 80
C. 110
D. 443

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user's machine. Which of the following is MOST likely the cause?

A. Incoming connections on port 445 are blocked.
B. Outgoing connections on port 443 are blocked.

C. Incoming connections on port 143 are blocked.
D. Outgoing connections on port 80 are blocked.
E. Outgoing connections on port 21 are blocked.

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

A. Disable the touch pad on the laptop
B. Install new keyboard drivers for the laptop
C. Install new drivers for the docking station
D. Disable the keyboard on the laptop

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A user wants to quickly share pictures between mobile devices. The devices will be in close proximity so the necessity of a third party service and/or another networking device is not required. Which of the following is the BEST option for this scenario?

A. NFC
B. USB
C. IR
D. WiFi

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message "Operating system not found". Which of the following is the FIRST thing the technician should inspect?

A. The hard drive type settings in the BIOS
B. The power supply connections to the hard drives
C. The boot sequence settings in the BIOS
D. The motherboard SATA connectors

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

A. The motherboard for any sign of swollen capacitors
B. The disk drive to determine if it is defragmented and operating properly
C. The embedded NIC to ensure it has the latest firmware and drivers
D. The RAM to confirm it is the correct type for the motherboard being used

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

A. Update drivers

B. Reseat the video card
C. Use OSD tools
D. Replace the monitor

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

A. DSL
B. QoS
C. VNC
D. WAN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

A. Install firmware updates
B. Run Windows updates
C. Perform RPM updates
D. Use apt-get for updates

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer's smartphone?

A. RFID
B. IMSI
C. NFC chip
D. Bluetooth

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?

A. Configure a guest wireless network
B. Implement a DMZ
C. Disable NAT on the wireless network
D. Disable the SSID
E. Assign static IPs for all devices

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

A. Remove the laptop bezel
B. Document and label each cable and screw location
C. Organize the replacement parts
D. Refer to the manufacturer's documentation

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
A user has received an error message when connecting to the wireless network. The error indicates the IP address being used by the user's system is already in use. A DHCP server is used on the network. After having the user disconnect from the wireless network, the technician is still able to ping the user's IP address. Which of the following is MOST likely the cause?

A. The user has a statically assigned IP address in the DHCP server scope.
B. The system's local firewall is blocking SYN/ACK traffic from the DHCP server.
C. The DHCP server's scope has been exhausted and no additional IP addresses are available.
D. The user is also connected to the wired network with a LAN cable.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following features is an advantage of a switch over a hub?

A. A switch routes packets instead of frames to different networks.
B. A switch divides bandwidth among connected devices.
C. A switch broadcasts the data frames to every connected device.
D. A switch sends data frames to the correct connected device.

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 50
A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

A. BNC
B. LC
C. ST
D. F

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

A. The printer needs a maintenance kit installed

B. The network cable on the printer is unplugged
C. The workstation has the incorrect drivers installed
D. The employee does not have the proper permissions

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following is an advantage of using static IP addresses for a business?

A. High availability
B. Simplifies IP management
C. Lower security risk
D. Scalability for upgrades

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

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A. Wireless NIC
B. CPU
C. RAM

D. Hard drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
The Chief Executive Officer (CEO) of a company has requested outside access to a server within the company network so that sensitive documents can be worked on from home. Which of the following is the MOST appropriate tool to give the CEO the requested access?

A. VNC
B. Port forwarding
C. Port triggering
D. VPN

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

A. Multi-window
B. Air view
C. Air browse
D. Screen mirroring

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following is used to facilitate communications with a user's smartphone in order to make purchases and payments by proximity?

A. Bluetooth
B. IR
C. NFC
D. WPS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

A. High-end video, high-end audio, multicore processor
B. Minimum RAM required, network connectivity, high-end cooling
C. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
D. Network connectivity, TV tuner, surround sound audio, dual monitors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

A. Orientation
B. Duplex
C. Collate
D. Economy ink

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?

A. Port forwarding
B. Port redundancy
C. Port triggering
D. Port selection

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

A. The video card has 3D acceleration disabled.
B. The hard drive is IDE instead of SATA.
C. The hard drive needs to be repartitioned.
D. The PSU is underpowered for the system.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

A. Download a different file from the website
B. Rename the extension of the file to a known extension
C. Verify the MD5 hash of the downloaded file
D. Mount the file as an emulated DVD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

A. NFC
B. Bluetooth
C. Hotspot
D. Tethering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

A. Clock speed
B. Hyperthreading
C. Fan speed
D. Number of cores

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?

A. Scaling
B. Rotation
C. Position
D. Resolution

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

A. NFC
B. Bluetooth
C. WiFi
D. Cellular

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

A. format
B. defrag
C. bootrec
D. chkdsk

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

A. Remove any stuck labels from the paper path
B. Clean the pickup rollers and check them for wear
C. Clean the print head with approved materials
D. Replace and realign the print head

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

A. Replace the printer's network cable
B. Modify the security setting of the print spooler
C. Restart the TCP/IP print spooler service
D. Use the manufacturer's maintenance kit

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?

A. Print spooler
B. Fuser
C. Rollers
D. Maintenance kit

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD- RW drive?

A. TPM
B. Virtualization
C. Secure boot
D. UEFI BIOS password

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72

Which of the following ports is typically used for sending email?

A. 21
B. 22
C. 23
D. 25

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
A technician is responsible for setting up laptops in a room for a small conference. The laptops need to communicate with each other as well as a workstation in the room. The workstation has a wireless expansion card. A switch is not available for the laptops and they cannot access the corporate network. Which of the following does the technician need to implement?

A. Adhoc network
B. Bluetooth network

C. Serial network
D. USB network

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

A. Light Emitting Diode
B. In-Plane Switching
C. Plasma
D. Twisted Nematic
E. Cold Cathode Fluorescent Lamp

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
Which of the following types of media connectors carries digital video as well as audio?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

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A. WiFi analyzer
B. Loopback plug
C. Multimeter
D. Tone generator

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A network technician has been tasked with deploying new VoIP phones on a network. When the technician plugs the Ethernet cable for the phone into the wall port, the phone fails to turn on. When the technician plugs the Ethernet cable directly into the computer, the computer is able to access the network. Which of the following is the MOST likely cause of this issue?

A. The network switch does not support PoE
B. The technician is connecting the phone to the wrong type of port
C. The firewall on the network is blocking access to the DHCP server
D. The Ethernet cable is the wrong type

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following display technologies provides the BEST range of visible colors?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
A technician cannot communicate with one particular IP address and needs to narrow down where the traffic is stopping. Which of the following commands would be used to determine this?

A. nslookup
B. ipconfig
C. nbtstat

D. ping
E. tracert

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

A. Weak RF signals
B. Out of date Ethernet driver
C. Enabled MAC filtering
D. Duplicate IP addresses

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
The loud clicking noise coming from a faulty hard drive is MOST likely created by:

A. the coil reversing polarity in an endless loop.
B. one or more bad spindle motor bearings.
C. repeated motion of the read/write head armature parallel to the platter.
D. the solid state read/write head scratching the platter surface.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

A. HDMI Video
B. Lightning
C. USB 2.0
D. Thunderbolt

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

A. Fiber
B. Coaxial
C. CAT3
D. CAT6

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executive's laptop. The projector shows a message that reads "No video signal". Which of the following is the FIRST thing that the technician should do?

A. Adjust the laptop's screen brightness
B. Replace the projector's bulb

C. Verify the VGA cable is connected
D. Ensure secondary display is enabled

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

A. Use data encryption.
B. Use a cable lock.
C. Use multifactor authentication.
D. Use a strong password.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

A. When the machine is using IPv6
B. When the next IP range begins with 169.253
C. When the DHCP server does not respond
D. When the operating system is Unix or Linux

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

A. Wall adapter
B. Battery
C. Power supply
D. Digitizer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
A user is notified of file system errors on an external hard drive. Which of the following tools can be used to repair common errors on the drive?

A. chkdsk
B. diskpart

C. format
D. sfc

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

A. The hub did not provide PoE
B. The hub had too many collisions
C. The hub was out of ports
D. The hub had a bad port

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

A. The workstation battery needs to be replaced.
B. The NIC is functioning intermittently.
C. Failed driver updates for the workstation's devices.
D. The surge protector lost AC power.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

A. SNMP
B. NNTP
C. DHCP
D. WLAN

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

A. A tablet
B. An e-Reader

C. A phablet
D. A smart watch

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

A. The boot CD has failed and needs to be replaced.
B. The hard drive needs to have its configuration manually defined in the BIOS.
C. The PC's power supply is not providing enough power to the new hard drive.
D. The hard drive has not been partitioned correctly.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

A. Collate
B. Duplex
C. Fast draft
D. Paper type

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?

A. Change the boot sequence
B. Switch the BIOS to UEFI
C. Defragment the hard drive
D. Enable virtualization

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

A. The source cable is disconnected
B. The monitor's brightness is set too low
C. The backlighting of the monitor is faulty
D. The monitor's contrast is set too high
E. No device is sending source video

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstation's NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?

A. A multimeter
B. A tone generator
C. A cable tester
D. A punchdown tool

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
A user wants pages 1-5 separated from 6-8 when they are retrieved from the printer. Which of the following settings would the user change in the print job to ensure the pages are separated?

A. Duplex
B. Collate
C. Orientation
D. Quality

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
A technician has just installed a wireless access point in a customer's home office. While testing the network and browsing the Internet, the technician finds that the connection is not stable, speeds are slow, and websites sometimes do not load. Which of the following should the technician do FIRST?

A. Re-enable the broadcasting of the access point's SSID so it is visible to mobile devices.
B. Use a WiFi analyzer to ensure neighboring networks are not using the same channel.
C. Reconfigure network devices to use static IPs instead of DHCP-assigned addresses.
D. Change the signal encryption from WPA2 to WEP to ease transmission overhead.

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 104
Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
Which of the following connectors are commonly used for fiber optic cables?

A. RJ-11 and RJ-45
B. ST and LC
C. F-connectors
D. BNC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

A. Move the printer to a known good port and connect to the network
B. Replace the network cable to the printer
C. Verify the server's print spooler service is running
D. Attach the printer directly to the laptop and print a test page

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107
A technician is required to connect a new cable to an open port on the patch panel. Which of the following would the technician MOST likely use in this situation?

A. Loopback tool
B. Multimeter
C. Punchdown tool
D. Toner probe

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

A. Denatured alcohol
B. Toner vacuum

C. Compressed air
D. Moist towel

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
An employee wants to work more efficiently from home. The IT manager suggests the employee consider purchasing a device that will allow use of monitor and input devices with the work laptop. Which of the following devices is MOST suitable for this purpose?

A. Docking station
B. Set-top box
C. KVM switch
D. USB hub

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Joe, a technician, is tasked to install a new client machine. He notices the machine is not getting any network connectivity. He tests the network cable between the PC and the network jack and confirms it is good. Joe goes to the network closet and finds several network cables not connected to the switch. Which of the following tools would Joe use to determine which cable goes back to the correct network jack?

A. Loopback plug
B. Toner probe
C. WiFi analyzer
D. Punchdown tool

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?

A. Mac
B. Thick client
C. Thin client
D. Phablet

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
An office printer that was working earlier in the day is no longer printing any documents. Pre- existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self- diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

A. The printer's IP address has changed.
B. The network print spooler service has been restarted.
C. "Perform Printer Maintenance" message is displayed on the printer's LCD panel.
D. Two or more users sent print jobs simultaneously, causing a print collision.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
Which of the following would typically require the use of a punchdown tool to connect a cable to the network switch?

A. Router
B. Repeater
C. Patch panel
D. PoE injector

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
A technician is notified of an inkjet printer not printing properly. The user's computer has the printer software loaded and is not displaying any errors. A test print was performed, with one of the colors not printing properly. Which of the following would the technician typically perform FIRST to resolve the issue?

A. Replace cartridges
B. Run a cleaning page
C. Clean heads
D. Clean fuser assembly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
A small workgroup inherits a second-hand printer without networking capabilities. Which of the following is the BEST method of sharing this resource among the workgroup?

A. Connect the printer to a Bluetooth adapter in order for the users to print
B. Connect the printer by using the onboard Infrared port
C. Connect the printer to a user's workstation and share the device
D. Connect the printer to a parallel switch box

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
Which of the following is an advantage of UDP over TCP?

A. It is connection based.
B. It uses flow control.

C. It transfers packets faster.
D. It uses connection handshakes.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
Which of the following devices is BEST to use when designing a SOHO network to ensure the least amount of collisions?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

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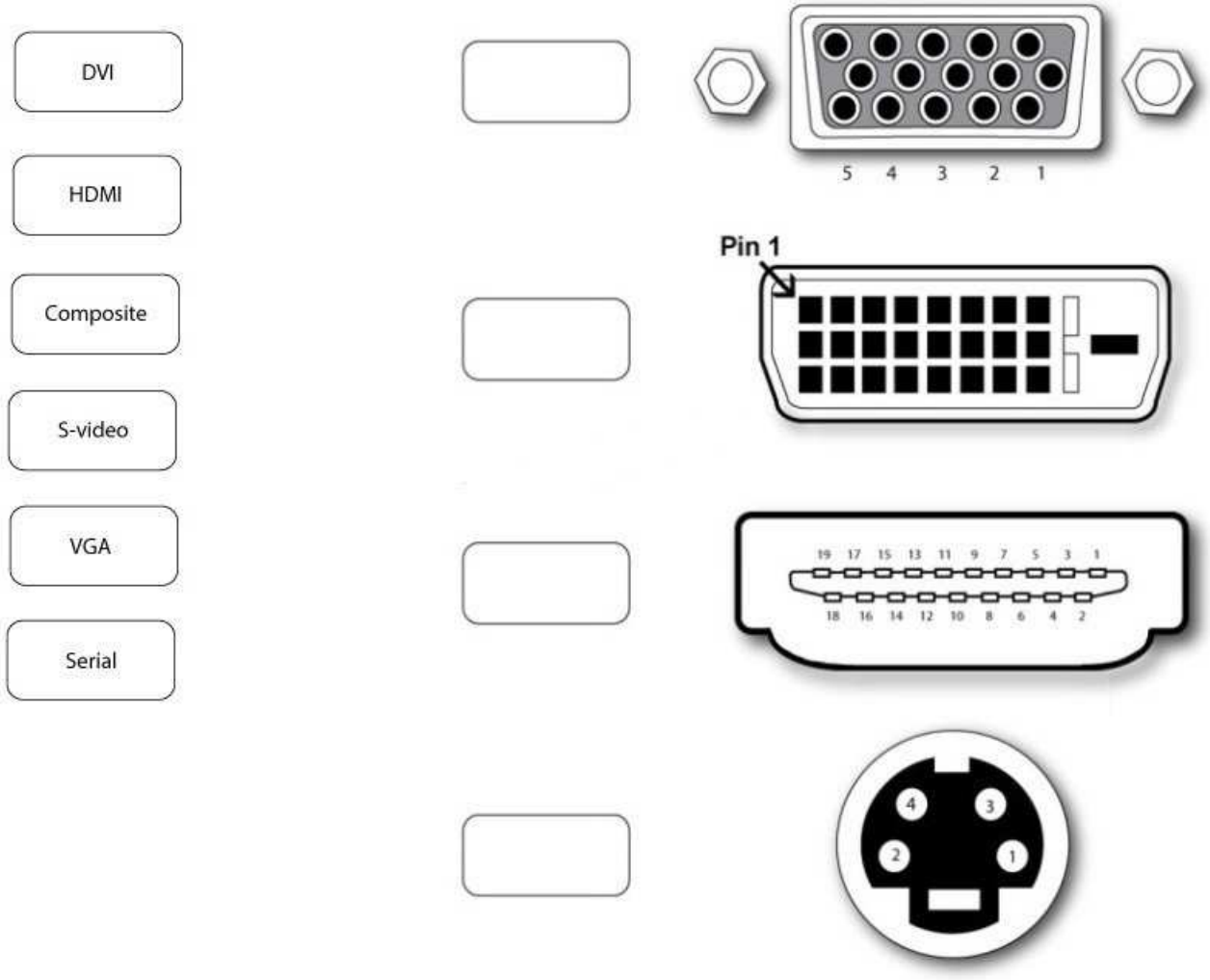
SIM

QUESTION 1
Drag and Drop Questions

Place the appropriate token next to each graphic

Select and Place:



Correct Answer:

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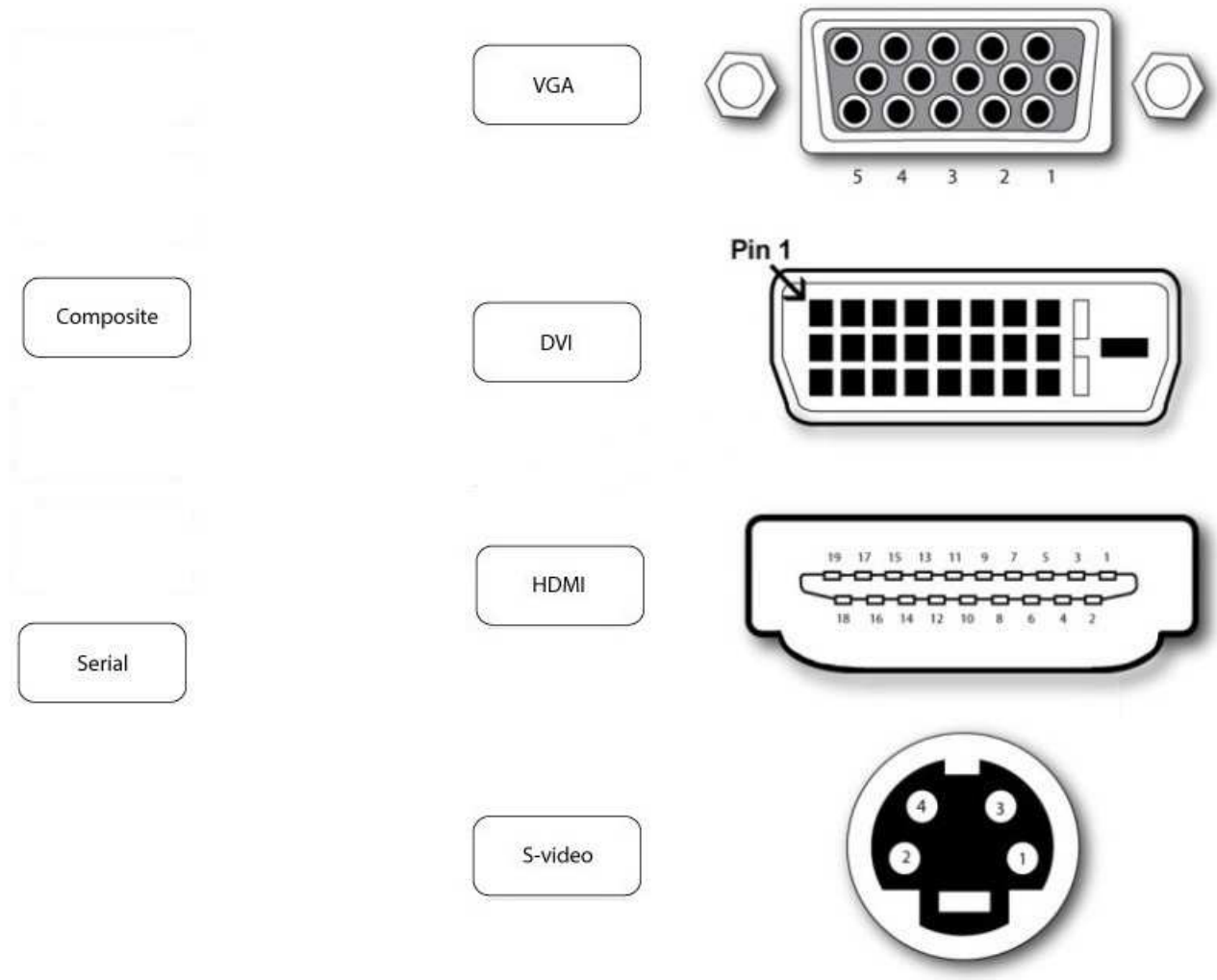

Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Drag and Drop Questions

Place the appropriate token next to each graphic

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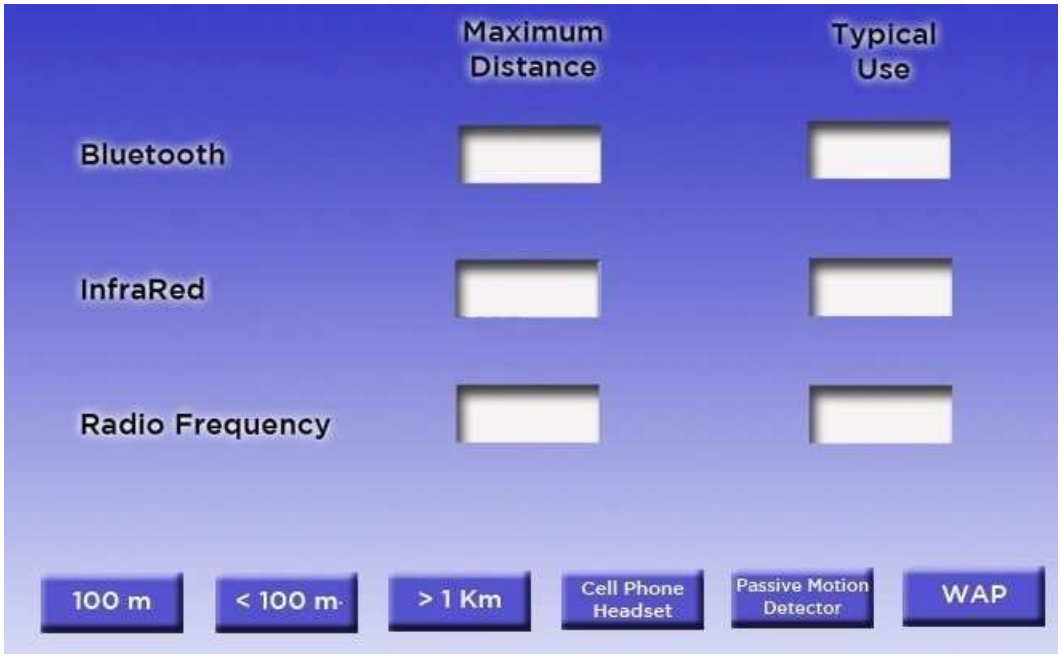
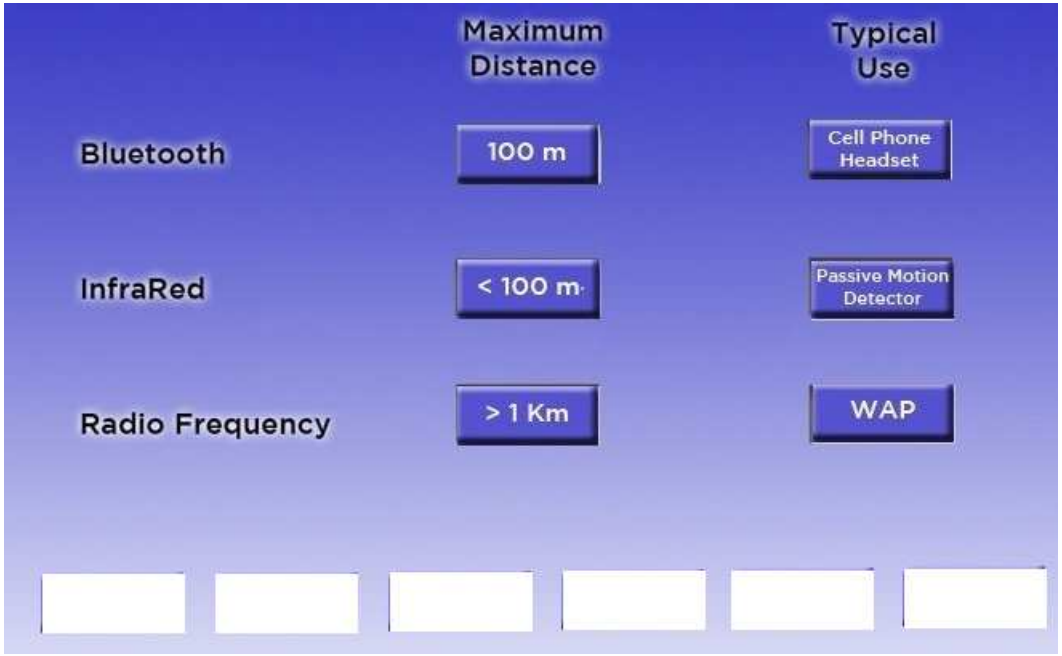
Select and Place:



Correct Answer:



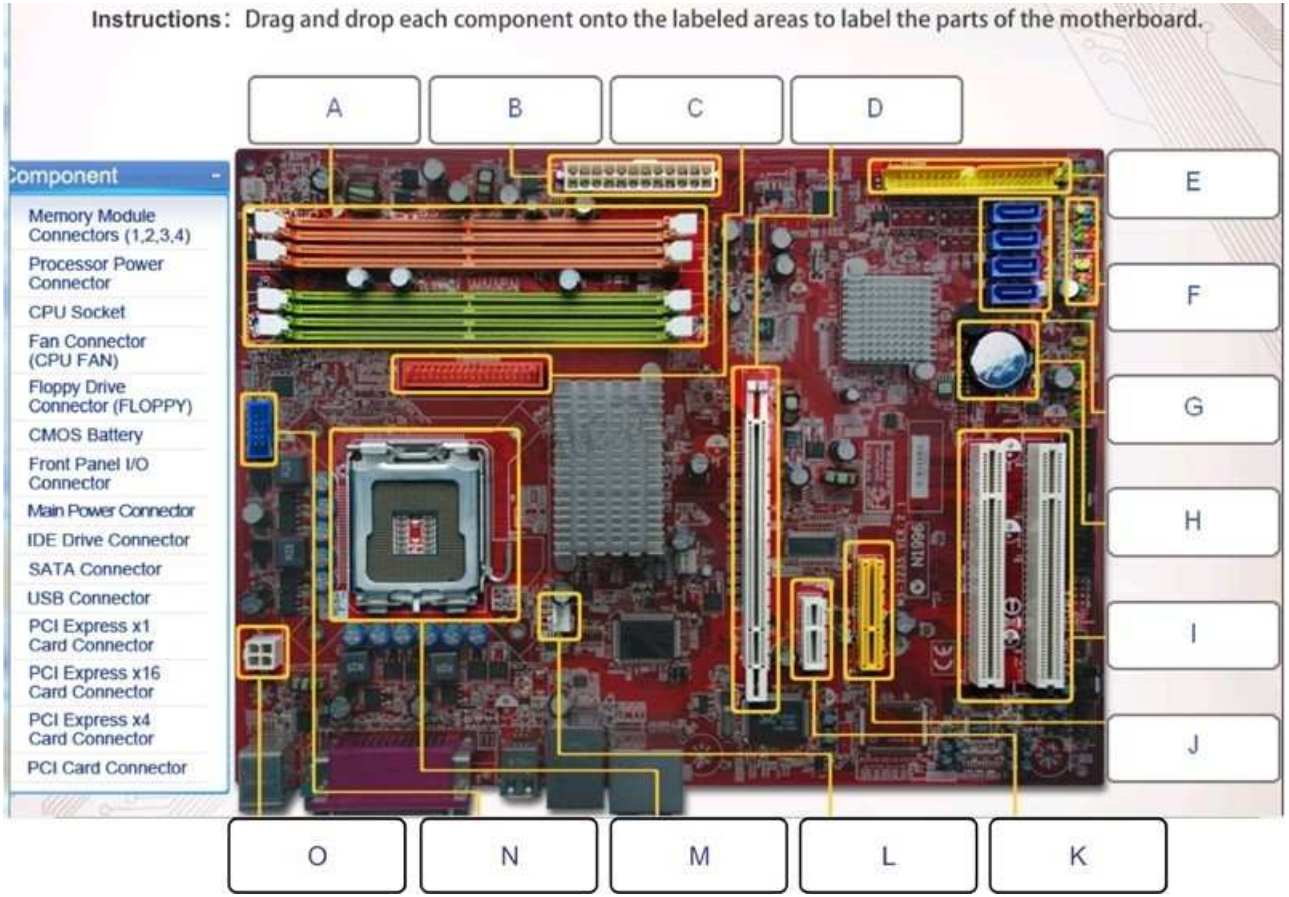
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Drag and Drop Question

Instructions: Drag and drop each component onto the labeled areas to label the parts of the motherboard.

Select and Place:



Correct Answer:

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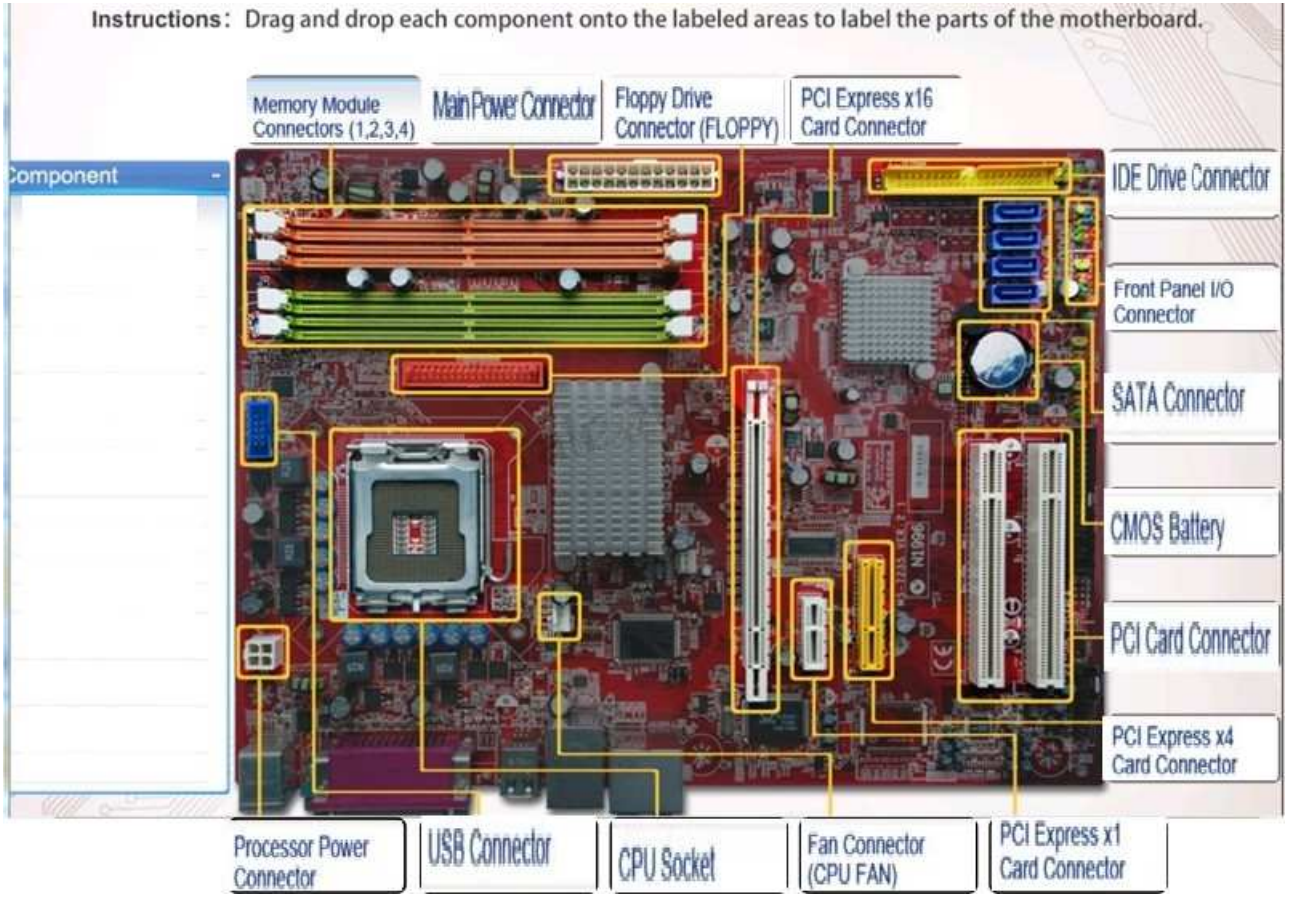


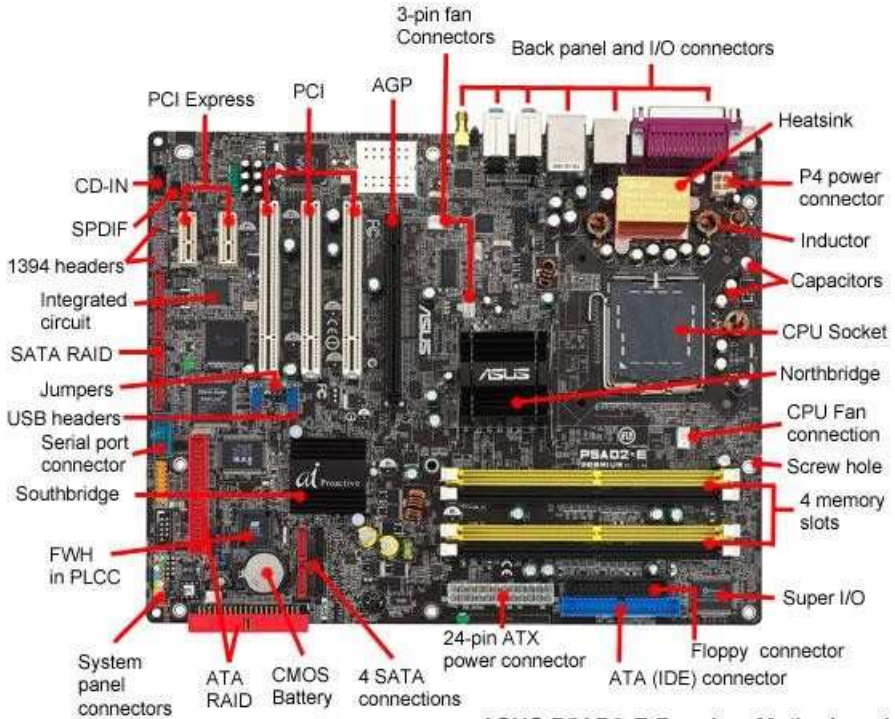
Section: (none)
Explanation

Explanation/Reference:

```
A - Memory Module Connectors (1, 2, 3, 4)
B - Main Power Connector
C - Floppy drive connector (FLOPPY)
D - PCI Express x16 card connector
E - IDE Drive Connector
F - Front Panel I/O Connector
G - SATA Connector
```

H - CMOS Battery
I - PCI Card Connector
J - PCI Express x4 connector
K - PCI Express x1 card connector
L - Fan Connector (CPU FAN)
M - CPU Socket
N - USB Connector
O - Processor Power Connector

You need to know about Motherboard, see detail from
http://www.computerhope.com/jargon/m/mothboar.htm
or
http://www.build-your-own-computer.net/motherboard-diagram.html

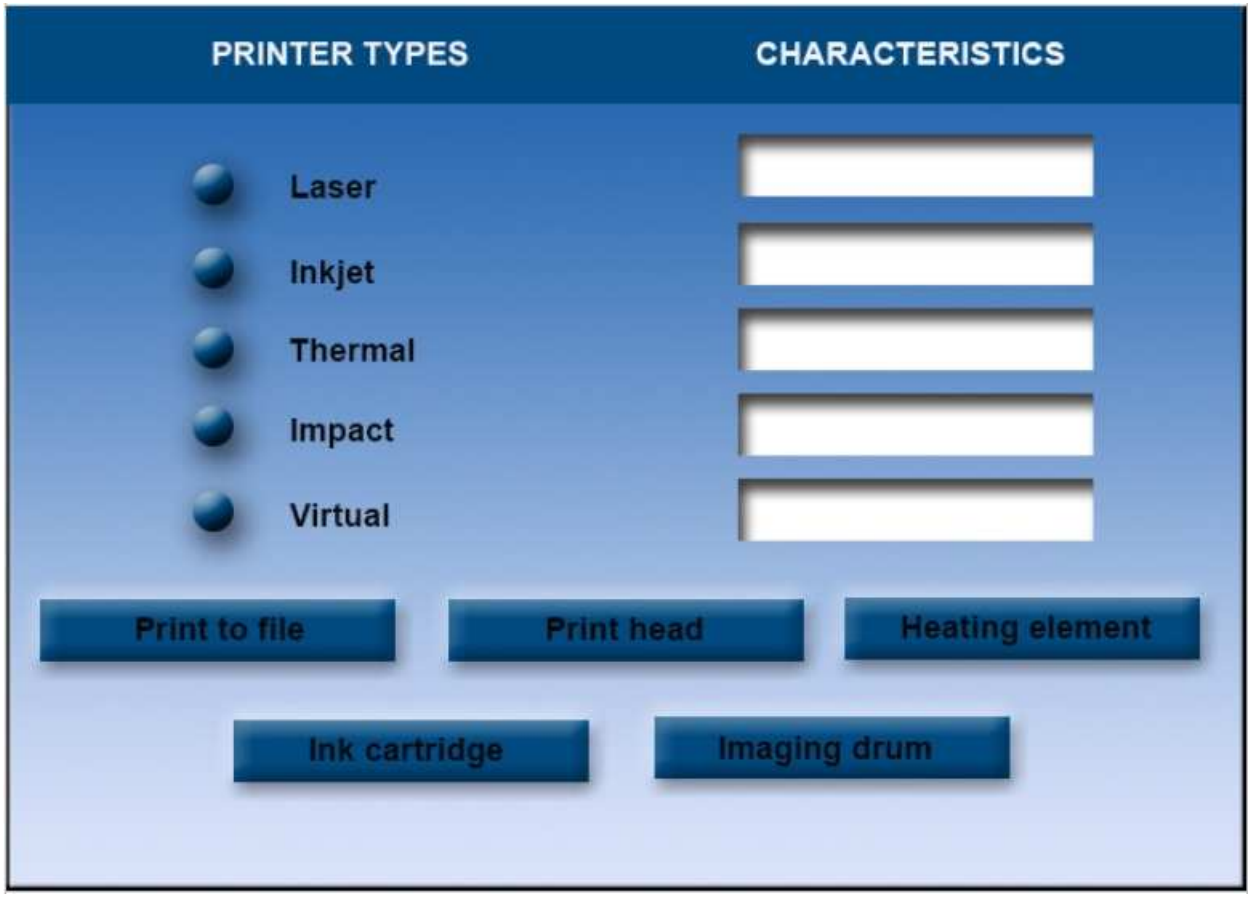


QUESTION 4

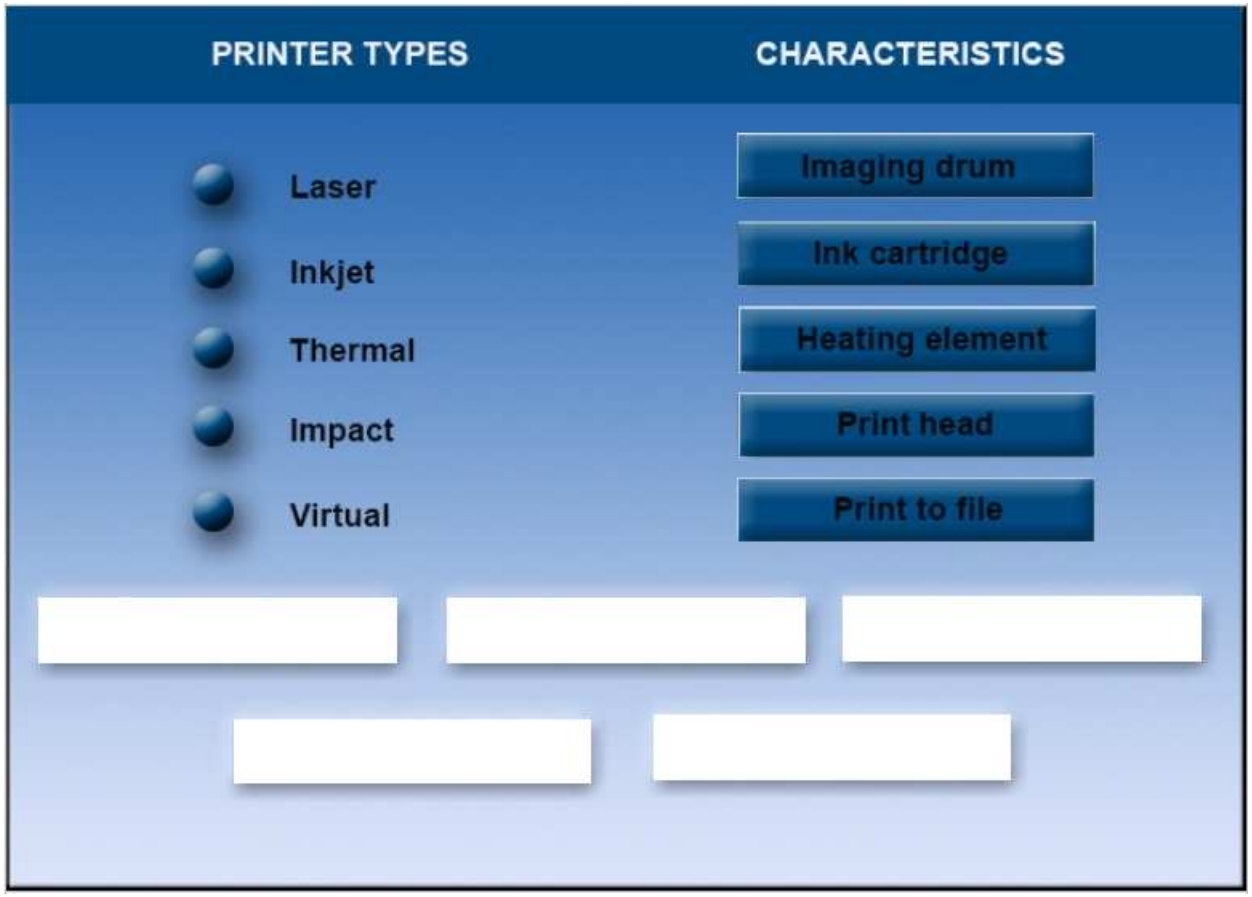
Drag and Drop Question

Drag and drop the characteristics to the correct printer types. Options may be used once.

Select and Place:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Drag and Drop Question

You would like to build a PC for storage redundancy. Select the appropriate IDE drives and build the PC for MAXIMUM performance, while using the MINIMUM amount of drives.

Select and Place:

Correct Answer:

Section: (none)
Explanation

Explanation/Reference:

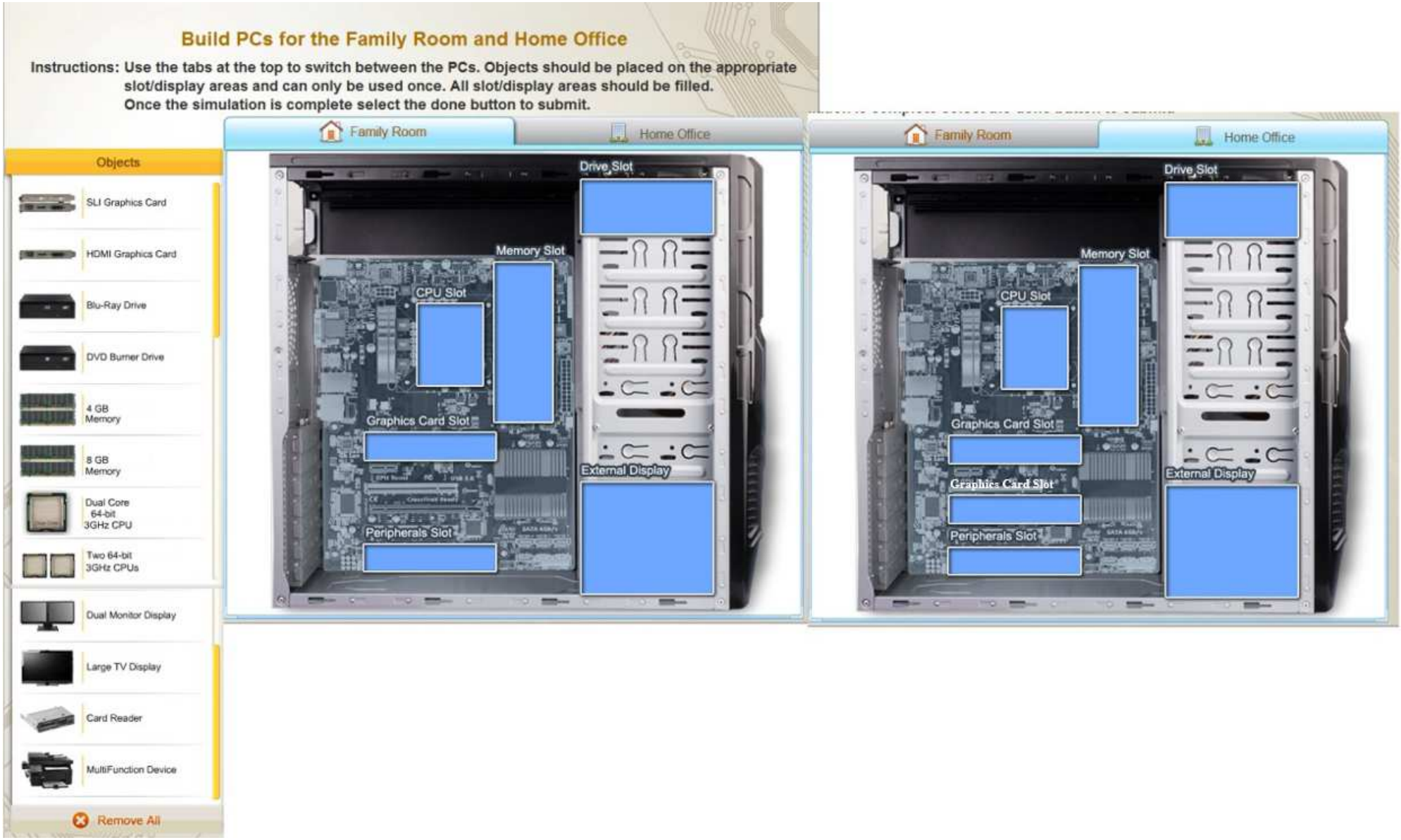
QUESTION 6
Drag and Drop Questions

A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to playhigh definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to

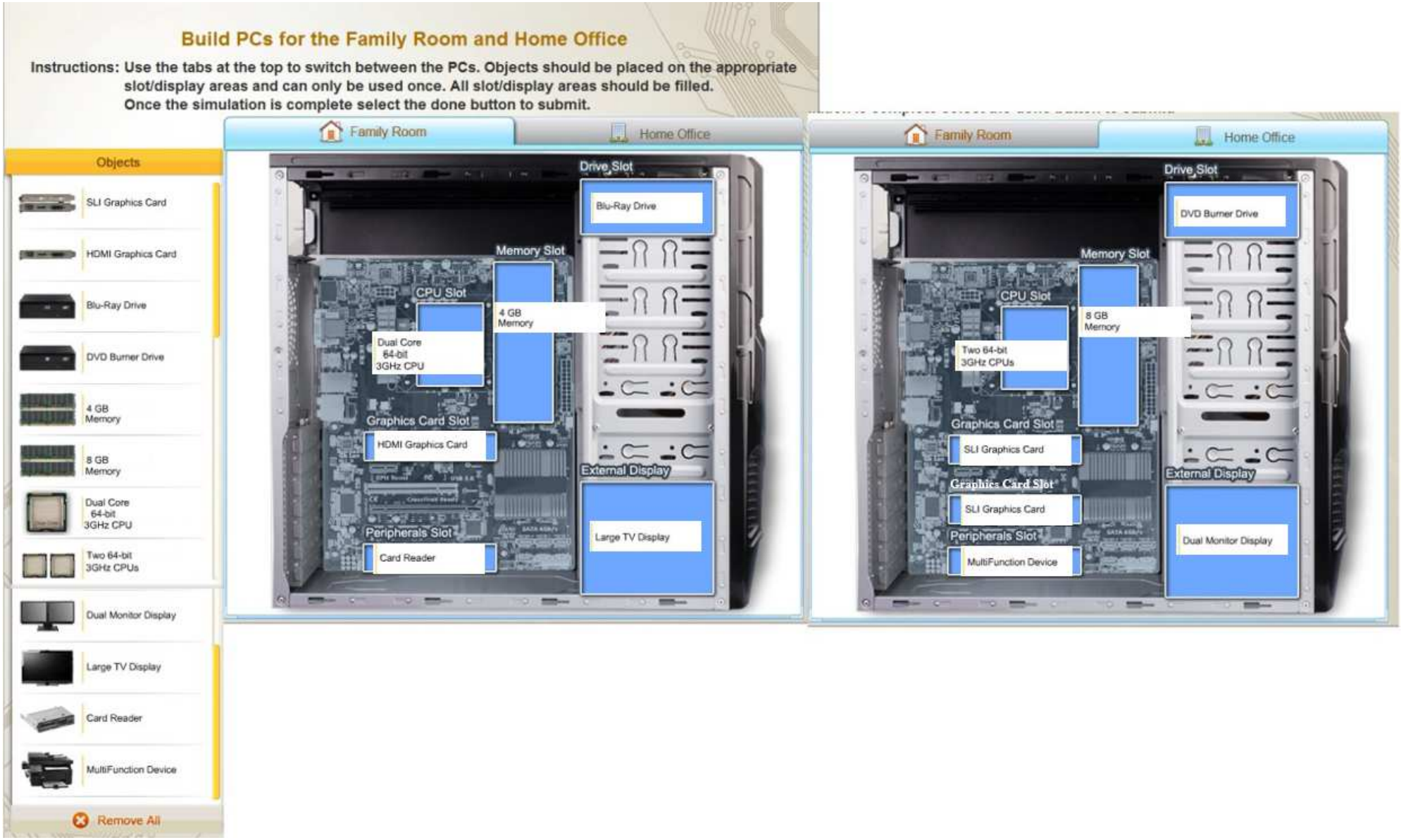
handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.

Select and Place:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

QUESTION 7
Lab Simulation

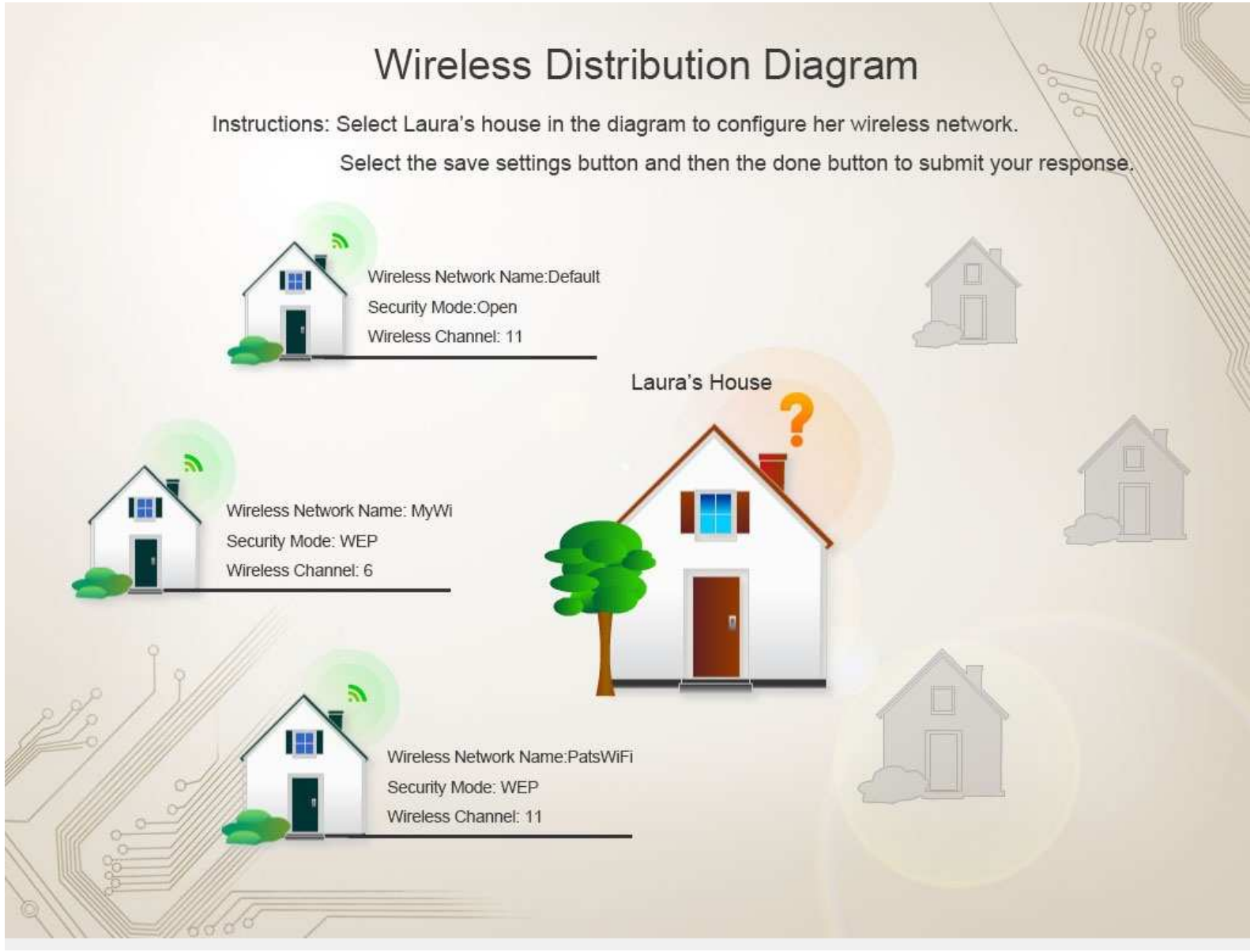
Laura, a customer, has instructed you to configure her home office wireless access point. Laura plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. Laura requests that the default settings be changed to the following.

- Wireless Name: HomeWiFi
- Shared Key: CompTIA
- Router Password: Secure$1

Finally, Laura wants to ensure that only her laptop and SmartPhone can connect to the network.

- Laptop: IP Address 192.168.1.100
- Hardware Address: 00:0A:BF:03:C4:54
- SmartPhone: IP Address 192.168.1.101
- Hardware Address: 09:2C:D0:22:3F:11

Instructions: Select Laura's house in the diagram to configure her wireless network. Once the wireless network tabs are configured, select the save button and then the done button to submit.



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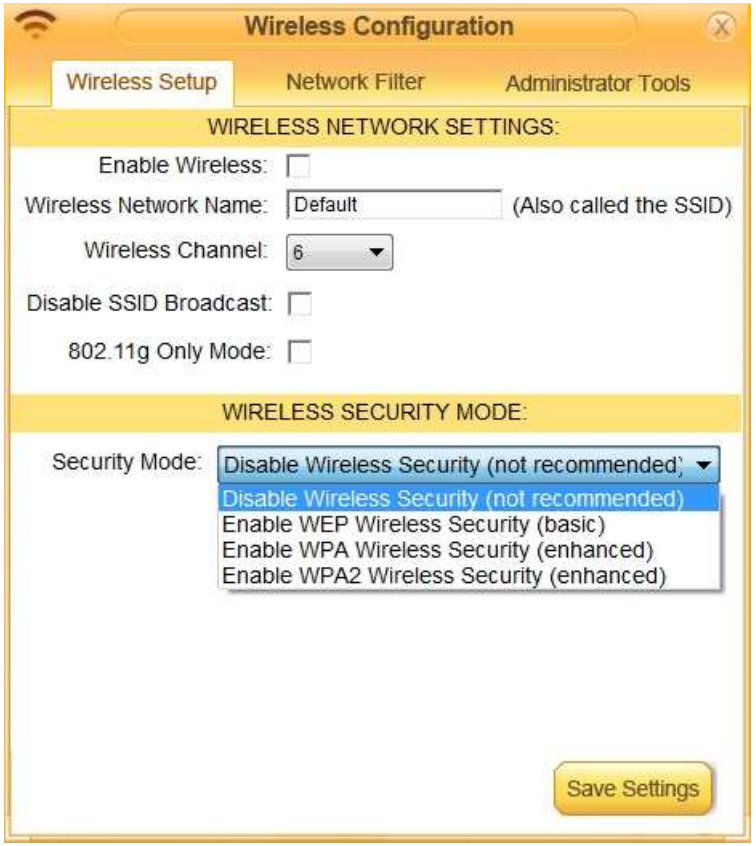

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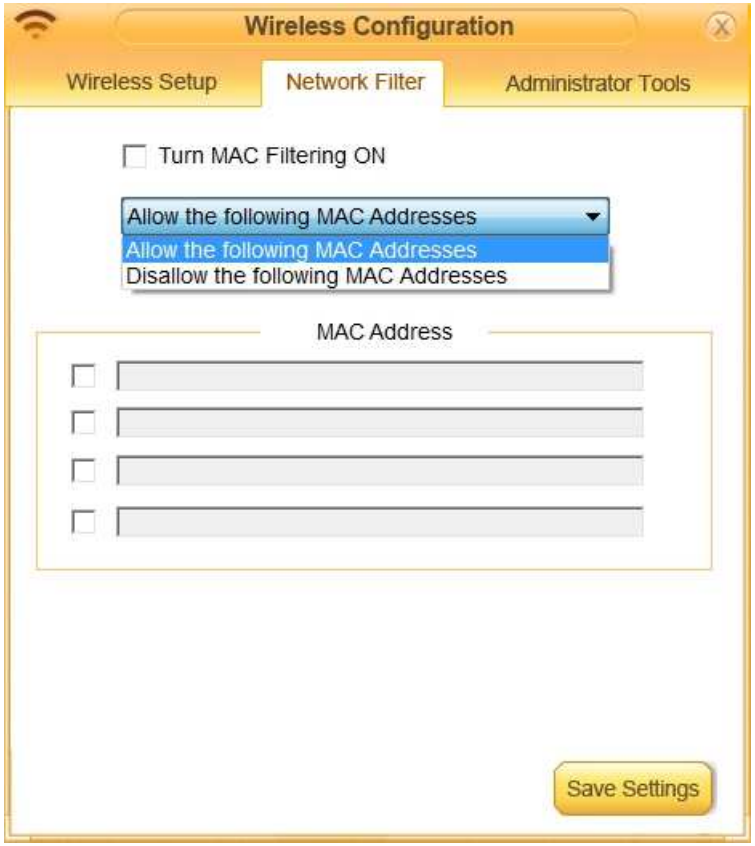
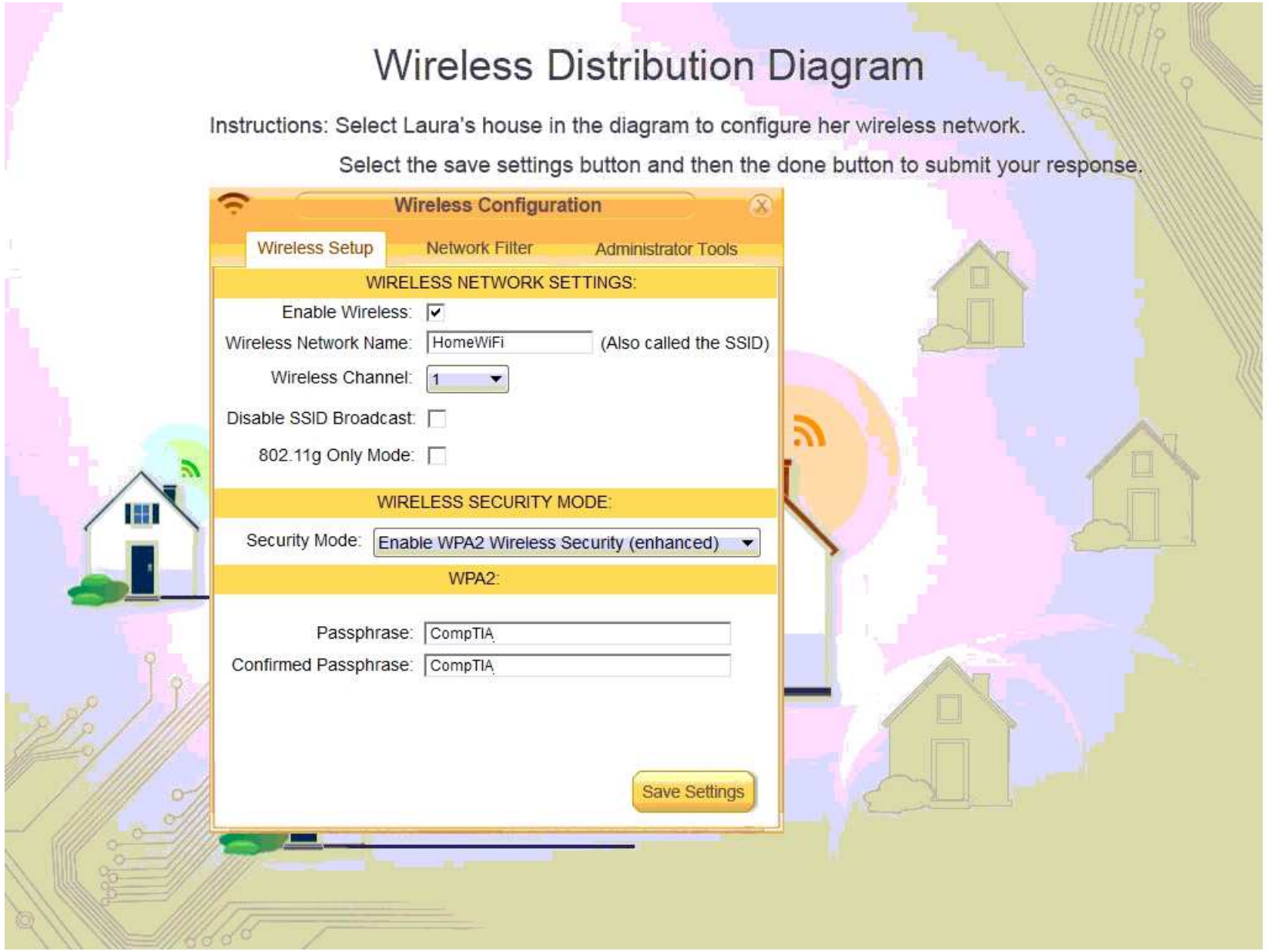

Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
Allow the following MAC Addresses
Disallow the following MAC Addresses
MAC Address
Save Settings

Correct Answer: Review the explanation images for exact settings.
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Following settings need to enable as shown below in diagrams.



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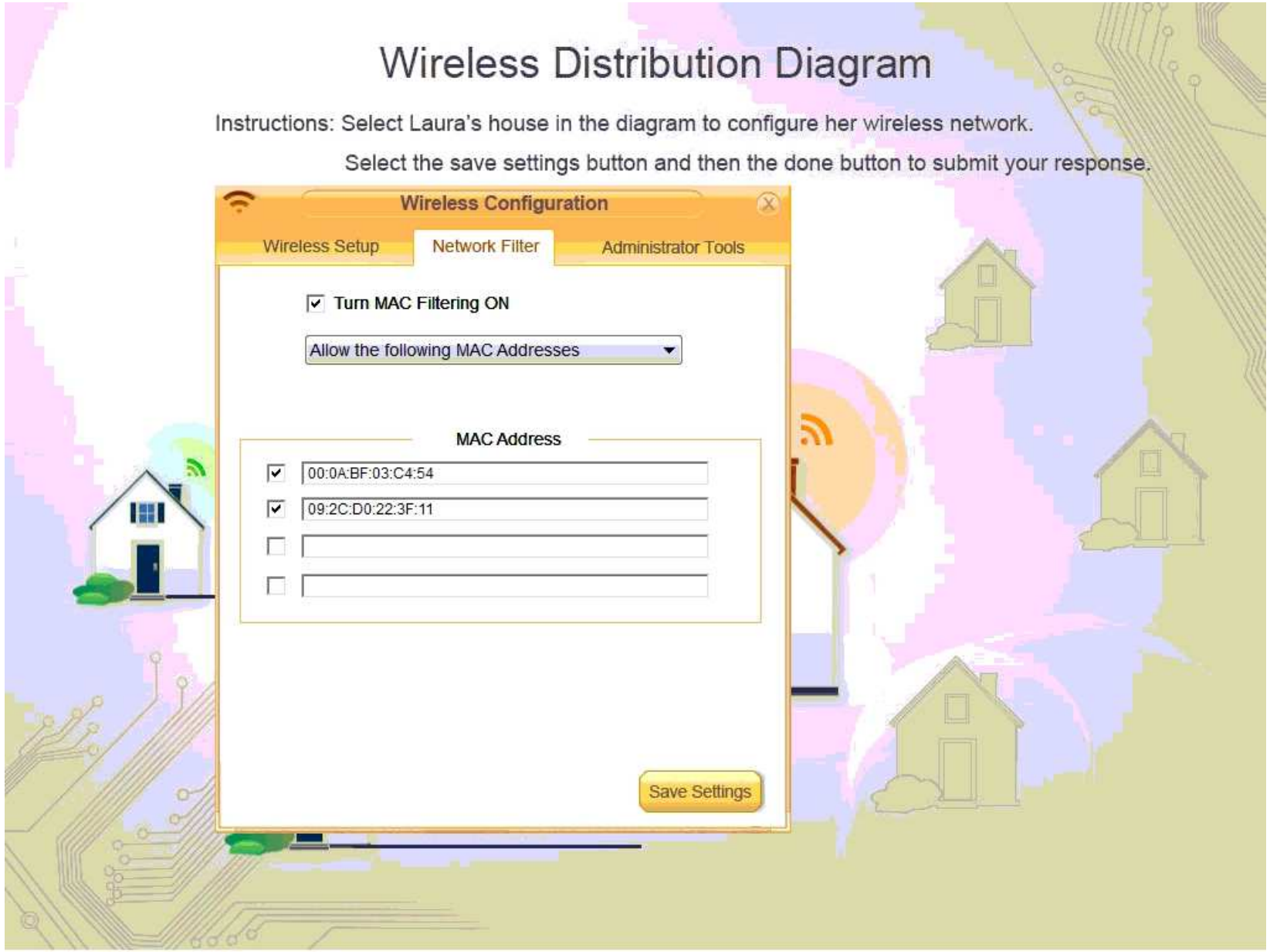

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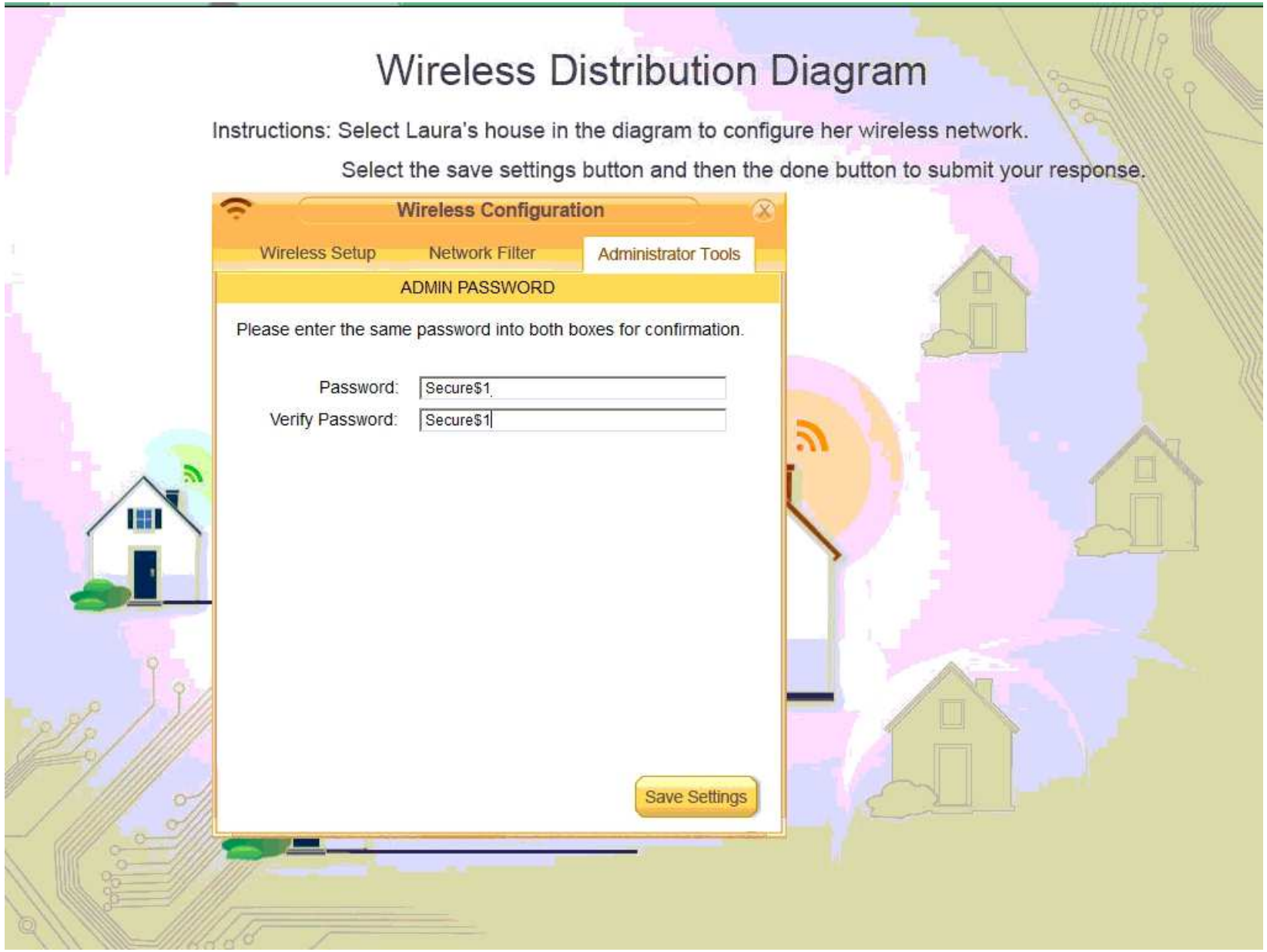

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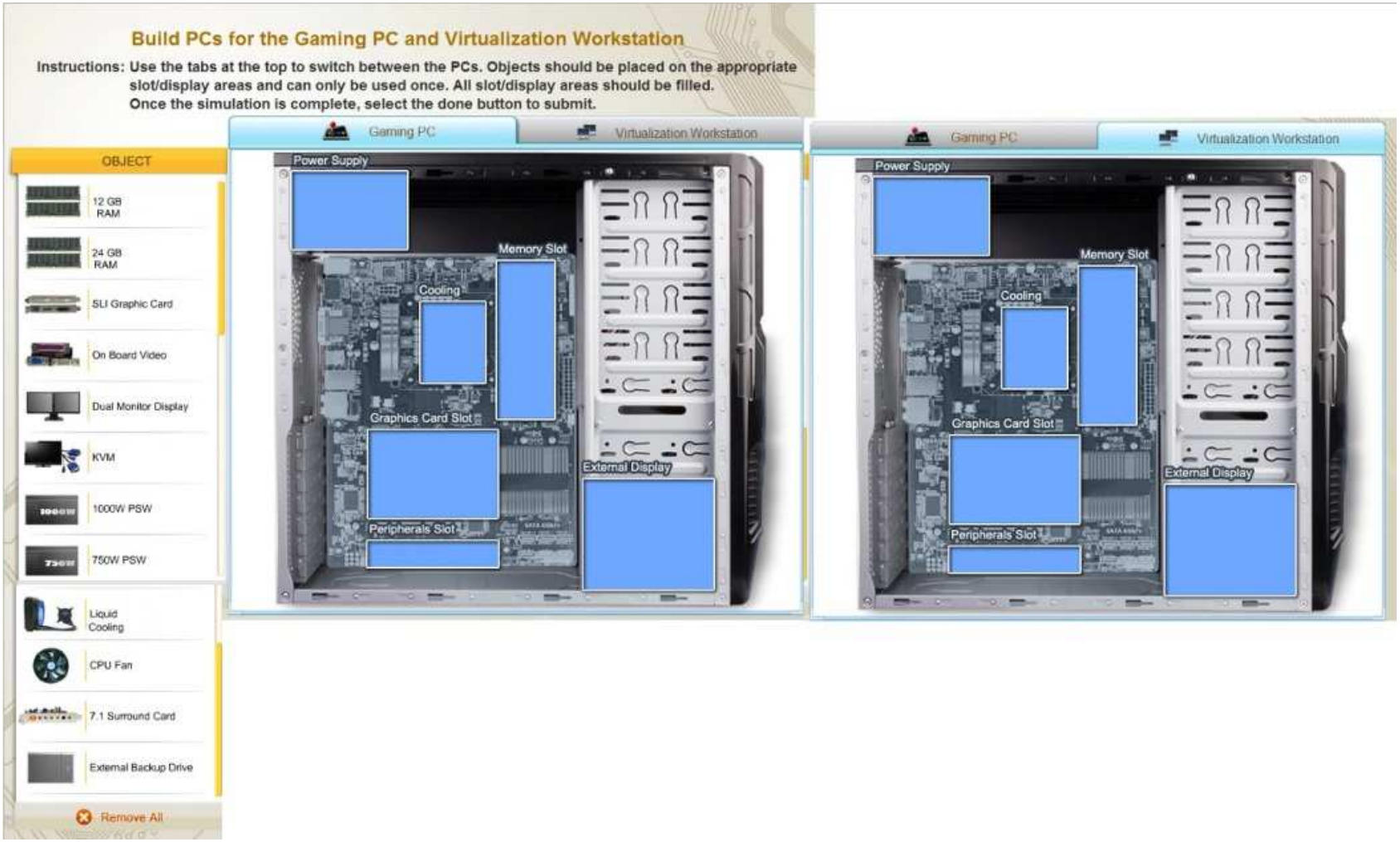
QUESTION 8
Drag and Drop Questions

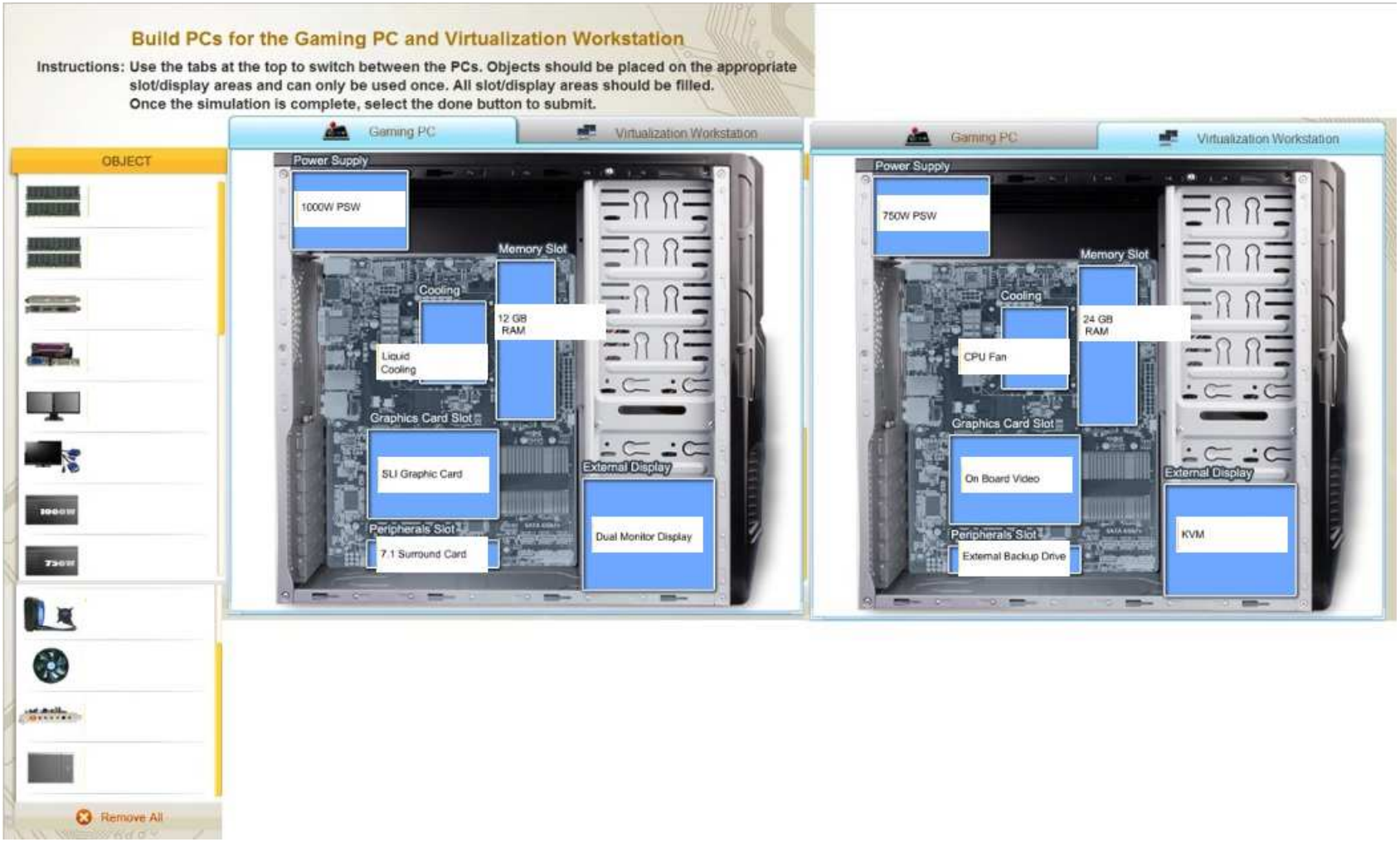
A customer, Ann, has requested two custom PCs. one to be used for gaming and the other to be used as a virtualization workstation for her business. The gaming PC should support the latest games and gaming peripherals. The virtualization workstation should be able to host several production virtual machines as part of Ann's home business.

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete, select the done button to submit.

Select and Place:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

QUESTION 9

Lab Simulation

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfered with the other networks. Ann has provided you with the following information.

- Wireless Name: Library
- New Router Password: SecureSI

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button. When you have completed the simulation, please select the Done button to submit.

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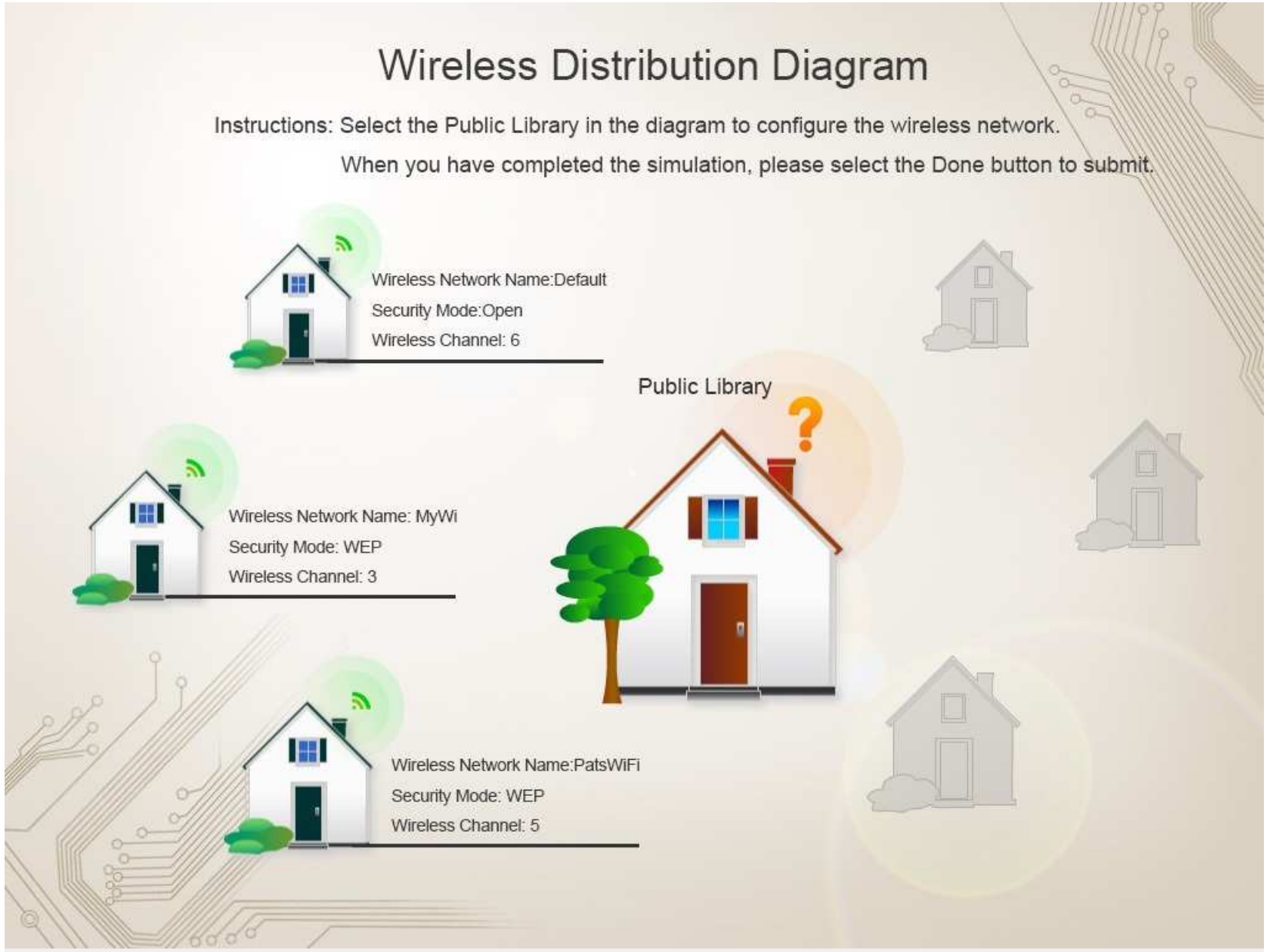

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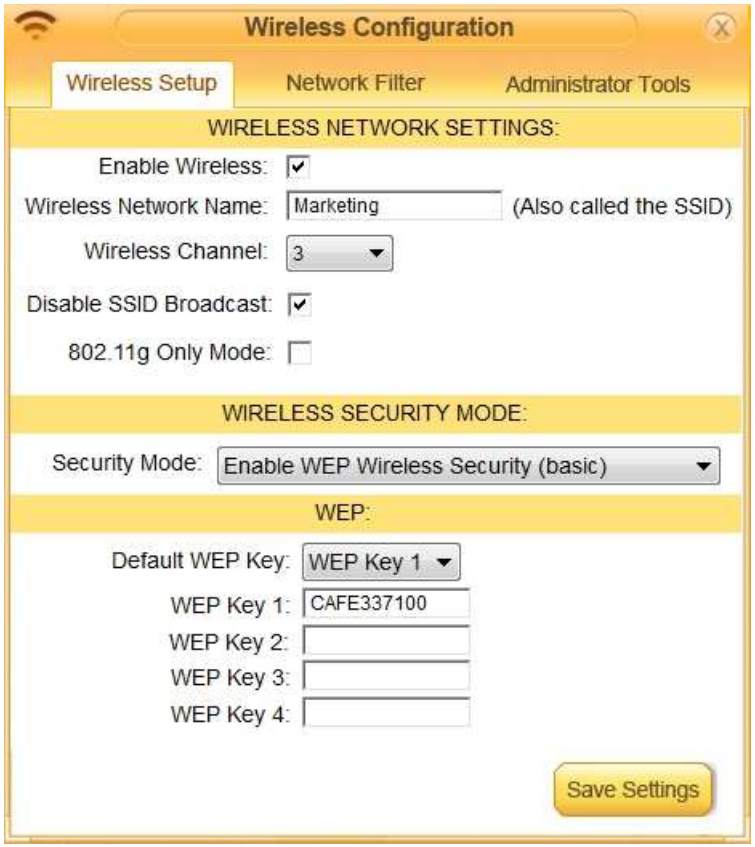

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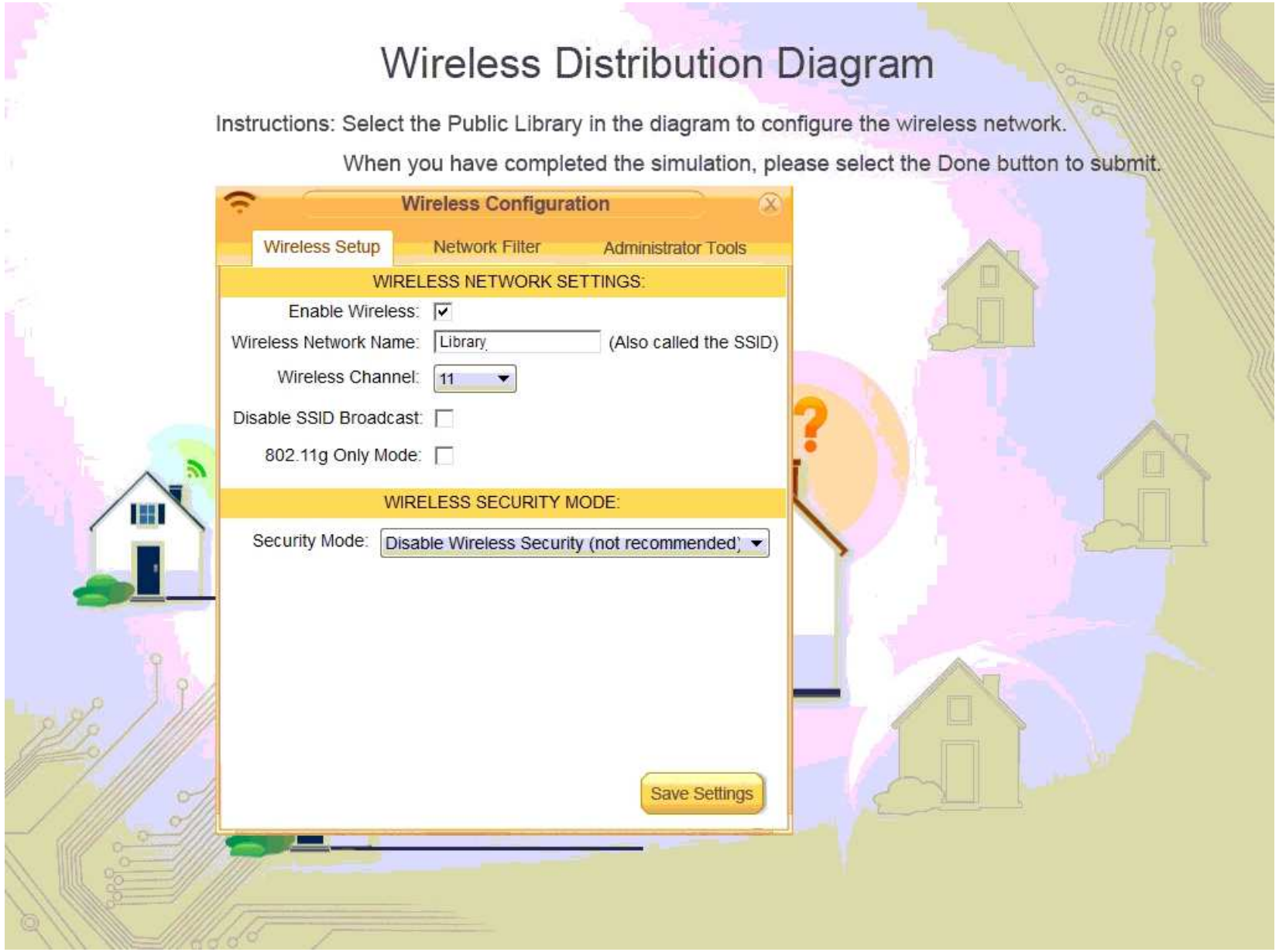
Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
MAC Address
00:0A:BF:03:C4:54
09:2C:D0:22:3F:11
Save Settings

Correct Answer: Review the explanation part for exact settings.
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Following settings need to enable as shown below in diagrams.



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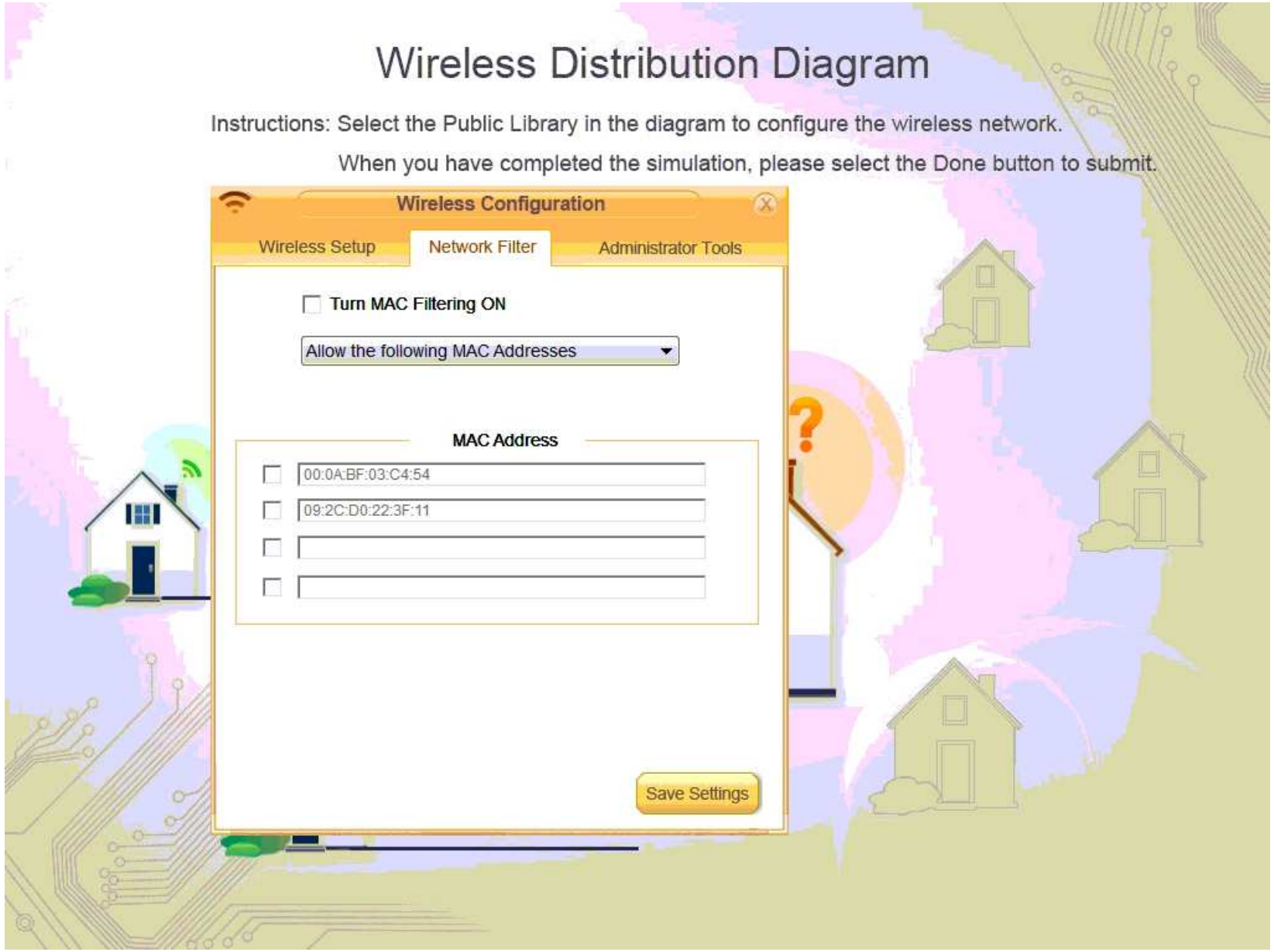

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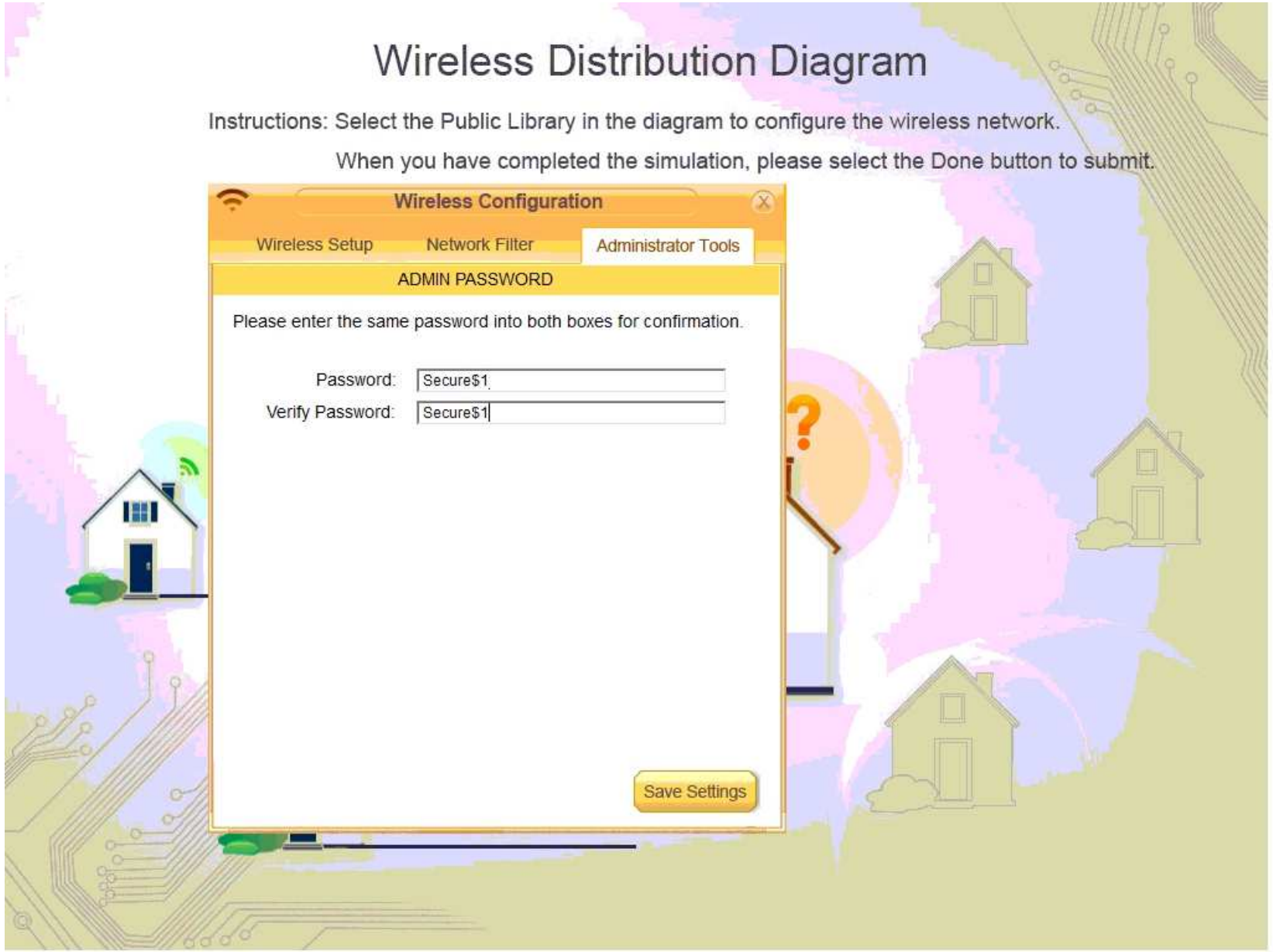

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QUESTION 10
Lab Simulation

A small ISP has hired a new technician. Joe, the new technician, is being trained to configure customers' home networks. The training instructor gives the technician a starter kit with cables, cable ends, and other network equipment and asks him to build a working network. The computer should be connected to have Internet connectivity and the phone should be connected to have dial tone.

Instructions: Use the appropriate cables, cable ends, tools and equipment to configure the network and connect all components accordingly. When you have completed the simulation, please select the Done button to submit. Once the simulation is submitted, please select the Next button to continue.

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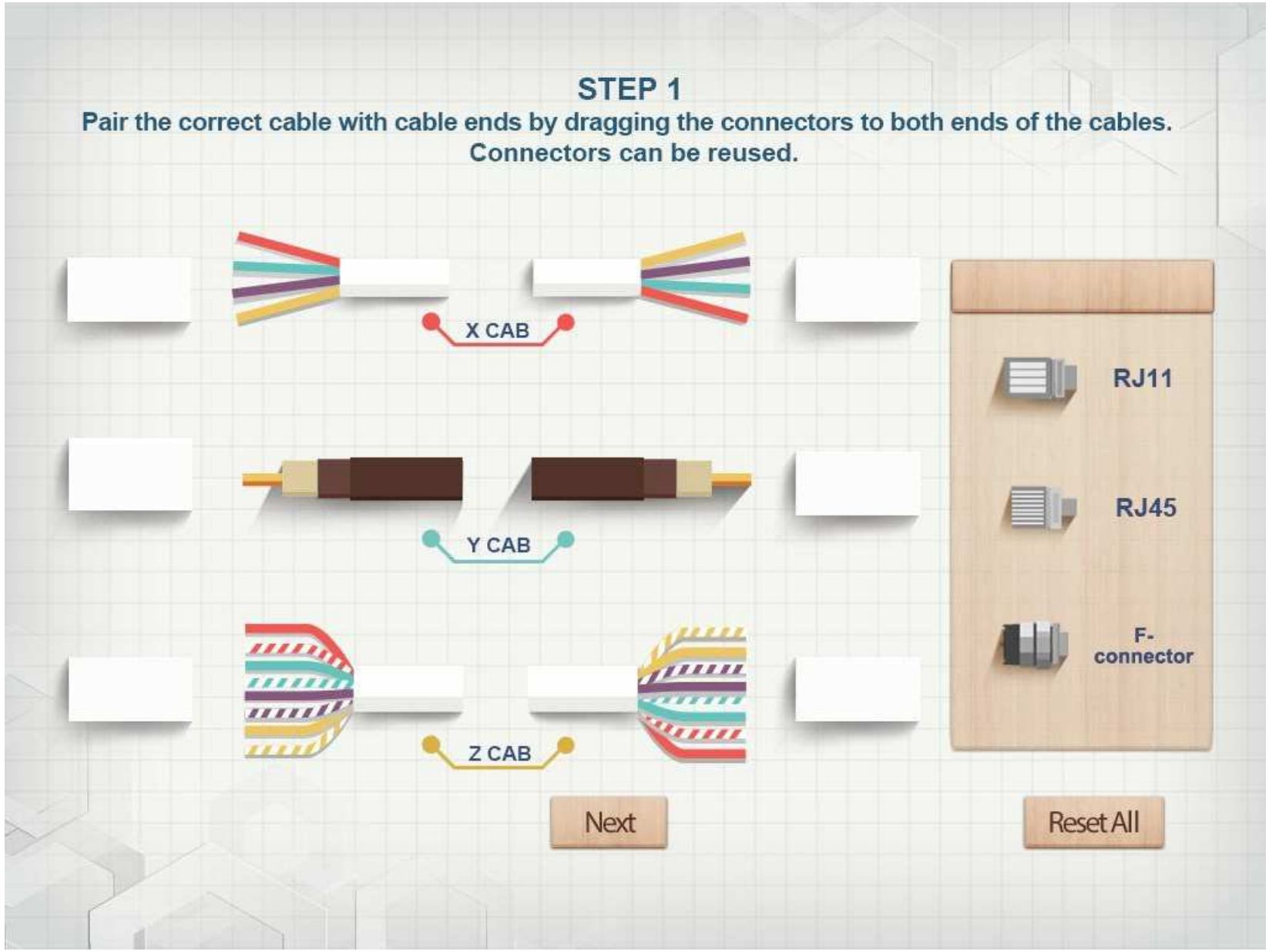

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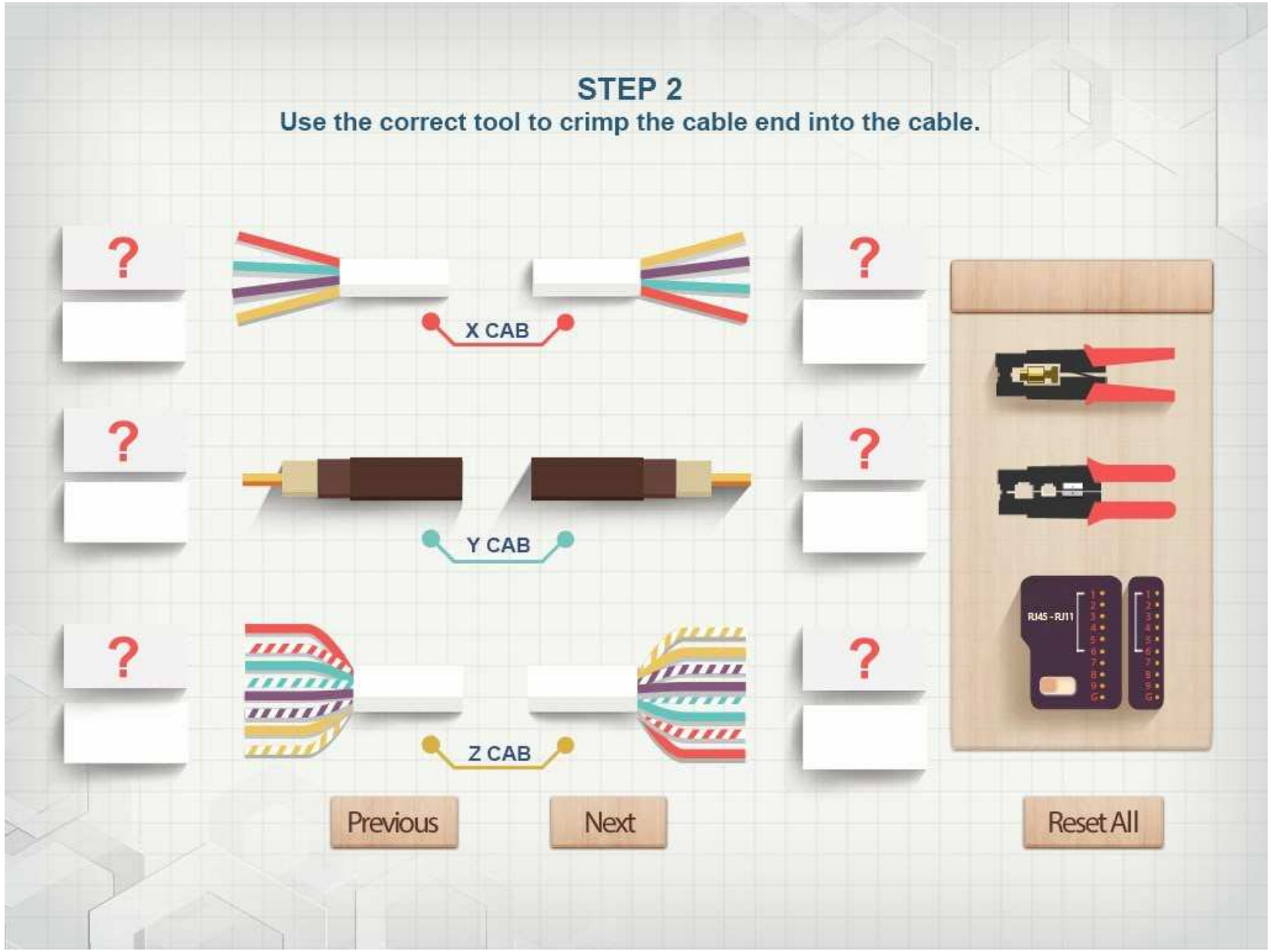

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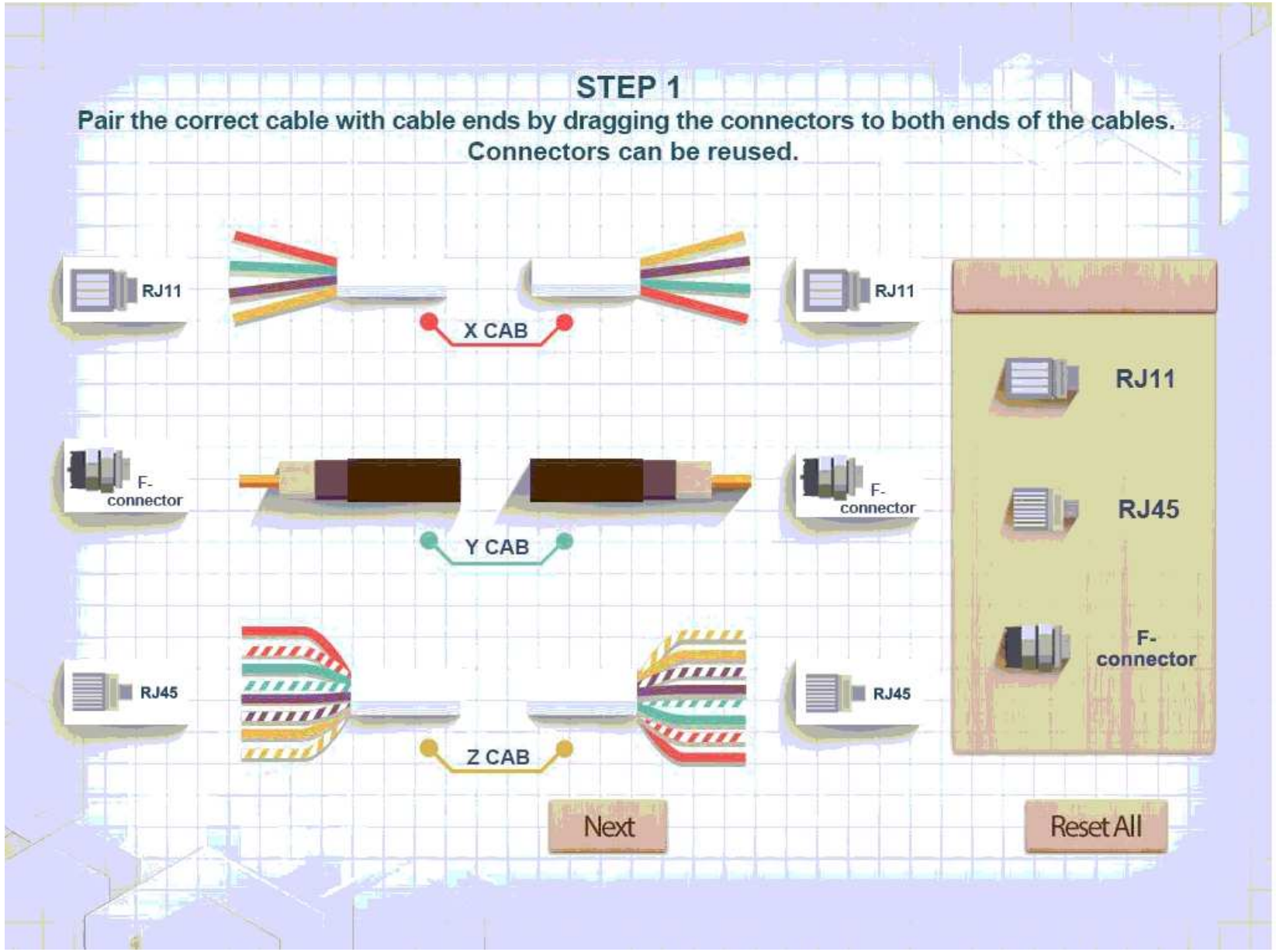
Correct Answer: Please use the explanation for these steps and solution.
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Following are the placement that need in each steps.



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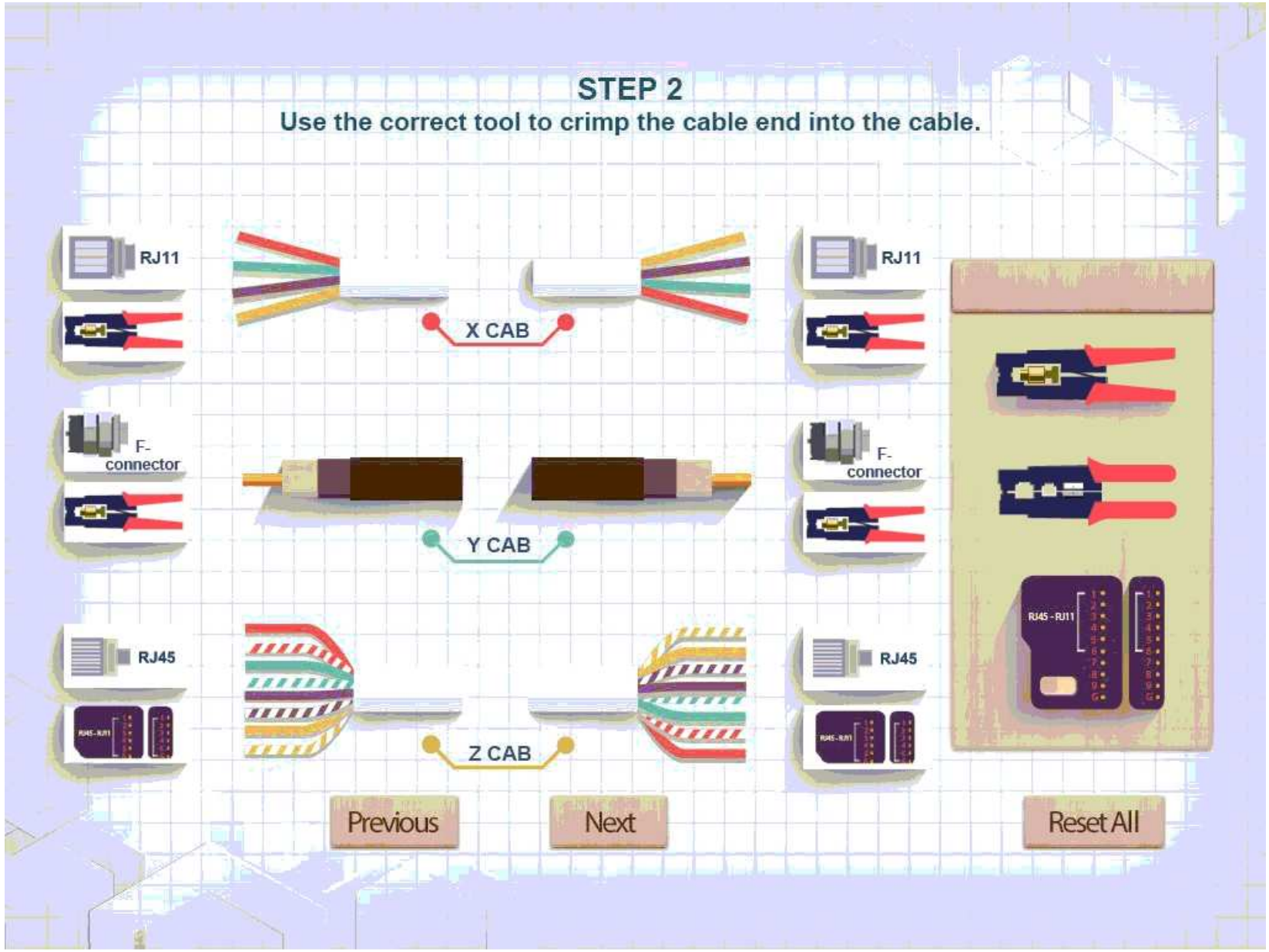

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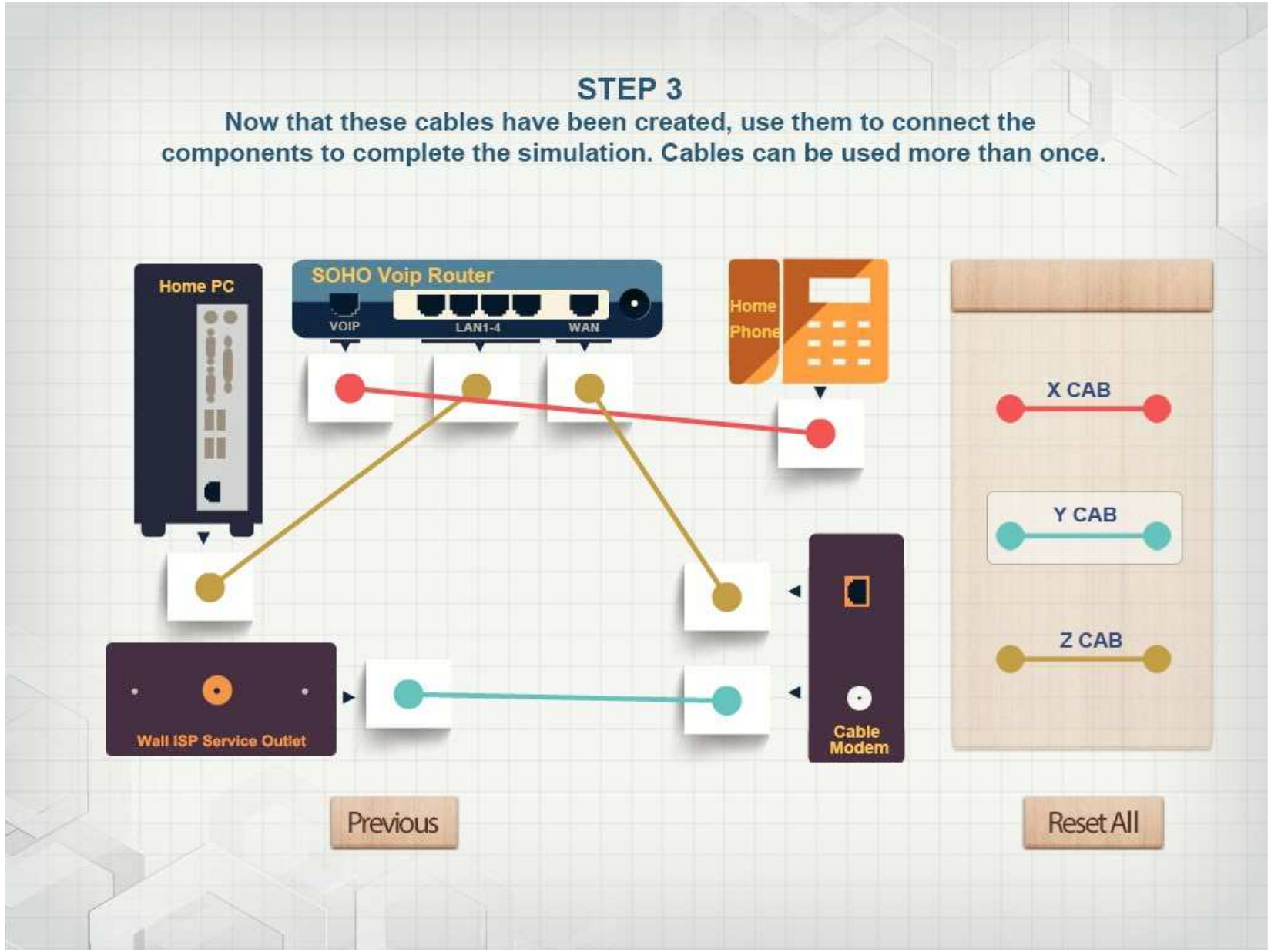

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