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Topic 1, Volume A

QUESTION NO: 1

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."

Answer: D

QUESTION NO: 2

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

Answer: D

QUESTION NO: 3

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

Answer: B

QUESTION NO: 4

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

Answer: B

QUESTION NO: 5

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

Answer: A,B

QUESTION NO: 6

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

Answer: C

QUESTION NO: 7

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

Answer: B

QUESTION NO: 8

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

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

Answer: B

QUESTION NO: 9

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

Answer: C

QUESTION NO: 10

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

Answer: D

QUESTION NO: 11

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

Answer: D

QUESTION NO: 12

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

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

Answer: B

QUESTION NO: 13

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

Answer: D

QUESTION NO: 14

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

- A. RAID 0

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

Answer: A

QUESTION NO: 15

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

Answer: A,E

Explanation:

<http://www.tomshardware.com/forum/306223-28-socket-1155-1366>

<http://www.tomshardware.com/forum/292783-30-triple-channel-dual-channel>

QUESTION NO: 16

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

Answer: A

QUESTION NO: 17

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

Answer: D

QUESTION NO: 18

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

Answer: C

QUESTION NO: 19

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

Answer: D

QUESTION NO: 20

Which of the following will help protect against brown outs?

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

Answer: D

QUESTION NO: 21

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

- A. Tablet
- B. Desktop
- C. Server
- D. Laptop

Answer: C

QUESTION NO: 22

Which of the following protocols would an email client use?

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

Answer: C

QUESTION NO: 23

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

Answer: D

QUESTION NO: 24

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

Answer: B

QUESTION NO: 25

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.

Answer: C

QUESTION NO: 26

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.

Answer: D

QUESTION NO: 27

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

Answer: A

QUESTION NO: 28

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

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

Answer: A

QUESTION NO: 29

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

Answer: A

QUESTION NO: 30

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

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

Answer: A

QUESTION NO: 31

A home user working outside an office reports that their laptop is no longer connecting to the Internet. Which of the following would a technician recommend to check FIRST?

- A. Windows Firewall settings
- B. DHCP settings
- C. Disable HomeGroup
- D. Wireless on/off switch

Answer: D

QUESTION NO: 32

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

Answer: C

QUESTION NO: 33

Which of the following expansion slots uses a serial connection?

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

Answer: C

QUESTION NO: 34

Which of the following provides the MOST storage capacity?

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

Answer: B

QUESTION NO: 35

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

Answer: D

QUESTION NO: 36

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.

Answer: B

QUESTION NO: 37

When a grounding strap is not available, a technician can ground by touching the computer's:

- A. Power supply.
- B. CPU fan.
- C. Memory chips.
- D. Motherboard.

Answer: A

QUESTION NO: 38

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

Answer: B

QUESTION NO: 39

Which of the following connector types uses a single RCA style connector?

- A. DVI
- B. VGA
- C. RGB

D. Composite video

Answer: D

QUESTION NO: 40

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**

Answer: D

QUESTION NO: 41

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

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

Answer: D

QUESTION NO: 42

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**

Answer: C

QUESTION NO: 43

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**

Answer: A

QUESTION NO: 44

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

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

Answer: B

QUESTION NO: 45

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

Answer: C

QUESTION NO: 46

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

Answer: C

QUESTION NO: 47

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

Answer: B

QUESTION NO: 48

Which of the following cables is prone to electromagnetic interference?

- A. STP
- B. PVC
- C. Plenum
- D. UTP

Answer: D

QUESTION NO: 49

Which of the following cable types has a MAXIMUM transfer speed greater than 1 Gbps?

- A. CAT6
- B. CAT5
- C. CAT5e
- D. STP

Answer: A

QUESTION NO: 50

RG-59 is a designation for which of the following cable types?

- A. Plenum**
- B. Fiber optic**
- C. Twisted pair**
- D. Coaxial**

Answer: D

QUESTION NO: 51

Which of the following wireless standards provides the STRONGEST encryption?

- A. WPA2**
- B. WPA**
- C. WEP64**
- D. WEP128**

Answer: A

QUESTION NO: 52

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**

Answer: A

QUESTION NO: 53

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

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

Answer: B

QUESTION NO: 54

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

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

Answer: C

QUESTION NO: 55

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

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

Answer: B

QUESTION NO: 56

A technician is asked to verify that a CAT5 patch cord, created by another technician, is in working order. Which of the following tools should the technician use to verify the patch cord?

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

Answer: D

QUESTION NO: 57

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.

Answer: C

QUESTION NO: 58

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

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

Answer: D

QUESTION NO: 59

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

Answer: B

QUESTION NO: 60

Which of the following memory types has 184 pins?

- A. DDR3

- B. DDR
- C. SDRAM
- D. DDR2

Answer: B

Explanation:

http://wiki.answers.com/Q/What_type_of_memory_module_has_184_pins

QUESTION NO: 61

The term SFF refers to which of the following?

- A. CPU speed
- B. Memory size
- C. Motherboard size
- D. HDD size

Answer: C

QUESTION NO: 62

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

Answer: A

QUESTION NO: 63

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

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

Answer: A

QUESTION NO: 64

The MAXIMUM transfer rate of eSATA is:

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

Answer: C

QUESTION NO: 65

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

Answer: B

QUESTION NO: 66

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.

Answer: A

QUESTION NO: 67

Which of the following would be the BEST response a technician should give a customer who inquires about how long it will take to repair their PC?

- A. The technician should ask the customer when they would like the computer to be completed.
- B. Inform the customer that others will be helped first, but they will complete the repair as soon as possible.
- C. Based on the technician's assessment, give the customer an estimated time of completion.
- D. Ask the customer to check in with the technician daily, until all work is completed.

Answer: C

QUESTION NO: 68

After having difficulty printing, a user, Joe, informs a technician that the print server needs to be reset because there are a number of documents pending in the printer on the control panel. The technician understands that the real solution is to clear a paper jam. Which of the following is the MOST appropriate response the technician should give Joe?

- A. Inform Joe that there are print jobs piling up, but the cause is a paper jam, and a technician is fixing the issue now.
- B. Tell Joe that he was incorrect about the print server, and ask him open-ended questions to see if he has further suggestions.
- C. Thank Joe for his help with solving the issue, and let him know that a technician is in the process of resetting the print server.
- D. Remove the paper jam from the printer and offer Joe some reference materials so he can be more helpful in the future.

Answer: A

QUESTION NO: 69

A technician realizes the problem Ann, a customer, is having before she is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

- A.** Continue listening to Ann's explanation until she is finished then refer her to a website so she can find the proper resolution.
- B.** Ask Ann to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
- C.** Finish listening to Ann's explanation without interrupting if it will not take an excessive amount of time.
- D.** Politely tell Ann that the technician knows the proper solution and that no further explanation is necessary.

Answer: C

QUESTION NO: 70

Which of the following display types uses a charged gas method of illumination?

- A.** OLED
- B.** CRT
- C.** LED LCD
- D.** Plasma

Answer: D

QUESTION NO: 71

Which of the following laptop hardware components requires a re-soldering process in order to replace properly?

- A.** Mini PCIe wireless card
- B.** Heat sink
- C.** DC jack
- D.** Li-Ion battery

Answer: C

QUESTION NO: 72

Which of the following should be used when building a high-end graphics workstation for CAD applications? (Select TWO).

- A.** Main memory of 8 GB or more
- B.** PCI-e video card with large amount of memory
- C.** More than 4 accessible USB 2.0 ports
- D.** A 32-bit OS to handle the large amount of expected disk I/O
- E.** An eSATA external drive

Answer: A,B

QUESTION NO: 73

A user, Ann, is experiencing headaches and motion sickness symptoms when using her new computer monitor. Which of the following can a technician adjust to help Ann?

- A.** Privacy filter

- B.** Refresh rate
- C.** Use a digital signal
- D.** Brightness

Answer: B

QUESTION NO: 74

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

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

Answer: D

QUESTION NO: 75

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

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

Answer: B

QUESTION NO: 76

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

Answer: B

QUESTION NO: 77

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

Answer: B

QUESTION NO: 78

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

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

Answer: D

QUESTION NO: 79

A PC cannot connect to the network. A network card was purchased without documentation or driver discs. Which of the following is the BEST way to install it into this machine?

- A. From the PC, download and install the drivers
- B. Run Windows update to install drivers
- C. Copy drivers to flash drive and install
- D. Purchase the disc online and install

Answer: C

QUESTION NO: 80

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

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

Answer: D

QUESTION NO: 81

A coworker has reported that someone has engaged in prohibited activity. The supervisor has asked the technician to quarantine the PC until police arrive. Which of the following should the technician do? (Select TWO).

- A. Allow the user to continue working
- B. Check for viruses
- C. Re-image the hard drive
- D. Document time/date for later reference
- E. Prevent users from accessing the PC
- F. Turn off PC

Answer: D,E

QUESTION NO: 82

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.

Answer: D

QUESTION NO: 83

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.

Answer: B,E

QUESTION NO: 84

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

Answer: D

QUESTION NO: 85

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

Answer: D

QUESTION NO: 86

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

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

Answer: B

QUESTION NO: 87

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

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

Answer: A,D

QUESTION NO: 88

Which of the following BIOS features should be enabled to increase security of the physical computer?

- A. Chassis Intrusion Detection
- B. Advanced Configuration and Power Interface
- C. Antivirus Software
- D. Temperature Monitoring

Answer: A

QUESTION NO: 89

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

Answer: B

Explanation:

<http://superuser.com/questions/65191/what-is-the-maximum-amount-of-ram-a-64bit-machinecantheoretically-address>

QUESTION NO: 90

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

Answer: A

QUESTION NO: 91

Which of the following is NOT a best practice when prohibited activity is suspected?

- A. Back up the hard drive
- B. Turn off the computer
- C. Document the incident
- D. Identify the content

Answer: B

QUESTION NO: 92

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.

Answer: D

QUESTION NO: 93

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.

Answer: D

QUESTION NO: 94

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

Answer: D

QUESTION NO: 95

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?

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

Answer: A

QUESTION NO: 96

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

Answer: A

QUESTION NO: 97

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

- A.** 1366
- B.** 1155
- C.** 940
- D.** LGA

E. F

Answer: C,E

QUESTION NO: 98

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

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

Answer: A

QUESTION NO: 99

A technician is going to install a gigabit Ethernet adapter into a laptop for a customer. Which of the following technologies is MOST likely being used in this installation?

- A. Express card 54
- B. USB 2.0
- C. PCIe
- D. Port replicator

Answer: A

QUESTION NO: 100

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

Answer: D

Topic 2, Volume B

QUESTION NO: 101

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

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

Answer: C

QUESTION NO: 102

In order to use an Intel Core 2 Duo processor, which of the following sockets MUST be on the motherboard?

- A. LGA 755
- B. LGA 1155
- C. LGA 1156

D. LGA 1366

Answer: A

QUESTION NO: 103

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.**

Answer: C

QUESTION NO: 104

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**

Answer: D

QUESTION NO: 105

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**

Answer: A

QUESTION NO: 106

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

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

Answer: B

QUESTION NO: 107

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

- A. Plasma**
- B. LED**
- C. OLED**

D. LCD

Answer: A

QUESTION NO: 108

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**

Answer: B

QUESTION NO: 109

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**

Answer: A

QUESTION NO: 110

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**

Answer: D

QUESTION NO: 111

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**

Answer: B

QUESTION NO: 112

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

Answer: B

QUESTION NO: 113

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

Answer: D

QUESTION NO: 114

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

Answer: B

QUESTION NO: 115

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

Answer: D

QUESTION NO: 116

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.

Answer: D

QUESTION NO: 117

When replacing the CPU in a laptop, which of the following locations should have thermal grease applied?

- A. Connection points on the system board
- B. Bottom of the CPU

- C. Top of the CPU
- D. Axis of the cooling fan

Answer: C

QUESTION NO: 118

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

Answer: B

QUESTION NO: 119

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

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

Answer: A

QUESTION NO: 120

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

Answer: D

QUESTION NO: 121

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

Answer: A,B

QUESTION NO: 122

Which of the following characteristics of wireless networks is TRUE?

- 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.

Answer: B

QUESTION NO: 123

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.

Answer: B

QUESTION NO: 124

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

Answer: A

QUESTION NO: 125

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

Answer: D

QUESTION NO: 126

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

Answer: B

QUESTION NO: 127

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**

Answer: D

QUESTION NO: 128

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**

Answer: D

QUESTION NO: 129

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**

Answer: B

QUESTION NO: 130

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.**

Answer: D

QUESTION NO: 131

Which of the following network types uses IrDA for communication?

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

Answer: C

QUESTION NO: 132

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

Answer: C

QUESTION NO: 133

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.

Answer: C

QUESTION NO: 134

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

Answer: A

QUESTION NO: 135

Which of the following Internet connections commonly utilize an analog phone line? (Select TWO).

- A. Satellite
- B. WiMAX
- C. Cellular
- D. Dial-up
- E. Cable
- F. DSL

Answer: D,F

QUESTION NO: 136

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

- A. Plasma
- B. LCD

- C. LED
- D. OLED

Answer: B

QUESTION NO: 137

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

Answer: C

QUESTION NO: 138

Which of the following would be the BEST means of securing access to a user's corporate laptop?

- A. Kensington lock
- B. Enable Trusted Platform Module
- C. Enable SMART in the BIOS
- D. Biometrics

Answer: D

QUESTION NO: 139

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

Answer: A

QUESTION NO: 140

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

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

Answer: C

QUESTION NO: 141

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

- A. 64
- B. 128

- C. 254
- D. 255

Answer: C

QUESTION NO: 142

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

Answer: B,E

QUESTION NO: 143

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

Answer: C

QUESTION NO: 144

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

Answer: B

QUESTION NO: 145

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

Answer: B

QUESTION NO: 146

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

Answer: A,D,H

QUESTION NO: 147

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

Answer: B

QUESTION NO: 148

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.

Answer: B

QUESTION NO: 149

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.

Answer: A

QUESTION NO: 150

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

Answer: C

QUESTION NO: 151

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

Answer: C

QUESTION NO: 152

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

Answer: A

QUESTION NO: 153

Which of the following bus speeds is supported by PC2-5300 and PC2-4200?

- A. 333Mhz
- B. 533Mhz
- C. 666Mhz
- D. 800Mhz

Answer: B

QUESTION NO: 154

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

Answer: B

QUESTION NO: 155

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

Answer: A,D

QUESTION NO: 156

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

Answer: C

QUESTION NO: 157

Which of the following network topologies is the MOST likely to affect other downstream devices if an issue occurs?

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

Answer: B

QUESTION NO: 158

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

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

Answer: C

QUESTION NO: 159

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

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

Answer: D

QUESTION NO: 160

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

- A. UTP

- B. Coax
- C. STP
- D. Fiber

Answer: D

QUESTION NO: 161

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

Answer: A

QUESTION NO: 162

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

Answer: D

QUESTION NO: 163

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

Answer: B

QUESTION NO: 164

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

Answer: D

QUESTION NO: 165

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

Answer: B

QUESTION NO: 166

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

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

Answer: D

QUESTION NO: 167

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

Answer: D

QUESTION NO: 168

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

Answer: D

QUESTION NO: 169

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

Answer: C

QUESTION NO: 170

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

Answer: A

QUESTION NO: 171

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

Answer: D

QUESTION NO: 172

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

Answer: B

QUESTION NO: 173

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

Answer: C

QUESTION NO: 174

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

Answer: C

QUESTION NO: 175

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**

Answer: B

QUESTION NO: 176

Which of the following types of connectors is used on a VGA cable?

- A. DVI-A**
- B. RCA**
- C. DE-15**
- D. BNC**

Answer: C

QUESTION NO: 177

Which of the following peripherals needs to be configured after installation to work correctly?

- A. Speakers**
- B. KVM**
- C. Digital camera**
- D. Touch screen**

Answer: D

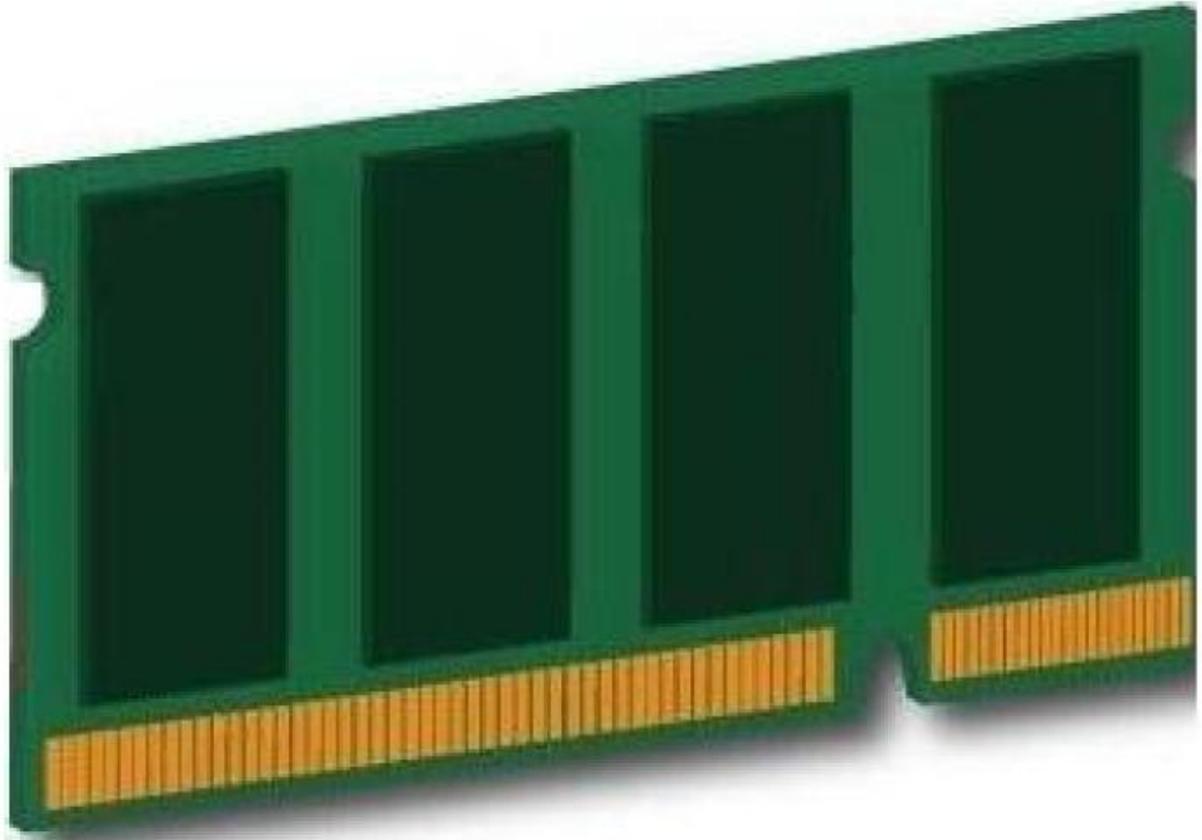
QUESTION NO: 178

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**

Answer: D

QUESTION NO: 179

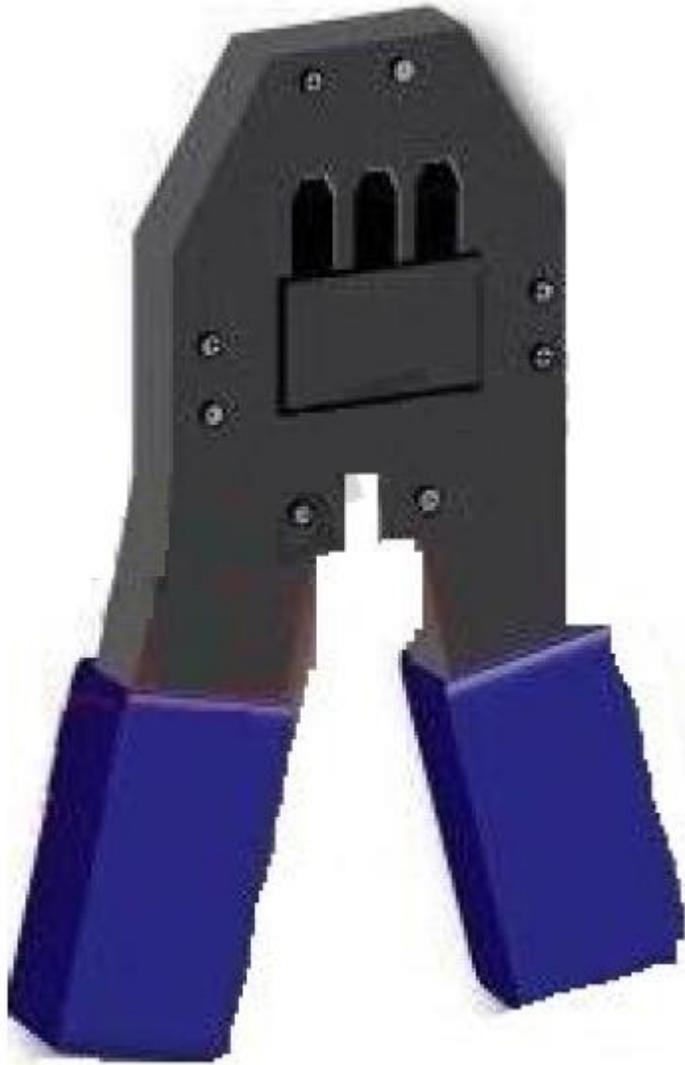


Click on the exhibit button. Which of the following memory types is shown in the graphic provided?

- A. RIMM**
- B. RAMBUS**
- C. SIMM**
- D. SO-DIMM**

Answer: D

QUESTION NO: 180



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**

Answer: A

QUESTION NO: 181

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**

Answer: A

QUESTION NO: 182

After making repairs to a user's system, which of the following actions should a technician take?

- 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

Answer: C

QUESTION NO: 183

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

Answer: A

QUESTION NO: 184

Which of the following is the MOST common connection type for external CD-ROM drives?

- A. USB
- B. Ethernet
- C. FireWire
- D. eSata

Answer: A

QUESTION NO: 185

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

Answer: B

QUESTION NO: 186

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

Answer: D

QUESTION NO: 187

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**

Answer: D

QUESTION NO: 188

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

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

Answer: C

QUESTION NO: 189

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**

Answer: C

QUESTION NO: 190

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

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

Answer: B

QUESTION NO: 191

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**

Answer: C

QUESTION NO: 192

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**

Answer: A

QUESTION NO: 193

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.**

Answer: B

QUESTION NO: 194

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.**

Answer: B

QUESTION NO: 195

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**

Answer: D

QUESTION NO: 196

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

Answer: D

QUESTION NO: 197

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

- A. Chemical burns
- B. Electromagnetic interference
- C. RF interference
- D. Static buildup

Answer: D

QUESTION NO: 198

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

Answer: A

QUESTION NO: 199

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

Answer: A

QUESTION NO: 200

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

Answer: B

Topic 3, Volume C

QUESTION NO: 201

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

Answer: D

QUESTION NO: 202

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

Answer: A,E

QUESTION NO: 203

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

Answer: B,E

QUESTION NO: 204

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

Answer: C

QUESTION NO: 205

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

Answer: A

QUESTION NO: 206

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

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

Answer: A

QUESTION NO: 207

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.

Answer: B

QUESTION NO: 208

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

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

Answer: B

QUESTION NO: 209

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

Answer: B

QUESTION NO: 210

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

Answer: C

QUESTION NO: 211

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

Answer: C

QUESTION NO: 212

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)

Answer: A

QUESTION NO: 213

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

Answer: B

QUESTION NO: 214

RAID 5 requires a minimum of how many hard drives?

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

Answer: C

QUESTION NO: 215

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

Answer: A,E

QUESTION NO: 216

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.

Answer: D

QUESTION NO: 217

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

Answer: A,F

QUESTION NO: 218

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

Answer: C

QUESTION NO: 219

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

Answer: C

QUESTION NO: 220

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

Answer: C

QUESTION NO: 221

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

Answer: C

QUESTION NO: 222

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

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

Answer: B

QUESTION NO: 223

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

Answer: C

QUESTION NO: 224

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

Answer: A

QUESTION NO: 225

Which of the following is the MAXIMUM number of 10Mb audio files that a user can store on a CDRW?

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

Answer: B

QUESTION NO: 226

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

Answer: C

QUESTION NO: 227

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.

Answer: C

QUESTION NO: 228

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

Answer: A

QUESTION NO: 229

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

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

Answer: D

QUESTION NO: 230

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

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

Answer: D

QUESTION NO: 231

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**

Answer: C

QUESTION NO: 232

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**

Answer: C

QUESTION NO: 233

A technician is connecting an old dot matrix printer to a computer. The printer's cable has a nonrectangular 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**

Answer: C

QUESTION NO: 234

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

- A. DSL**
- B. Dial-up**
- C. ISDN**
- D. WiMAX**

E. Satellite

Answer: A,B

QUESTION NO: 235

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

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

Answer: D

QUESTION NO: 236

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

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

Answer: C

QUESTION NO: 237

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

Answer: C

QUESTION NO: 238

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

Answer: C

QUESTION NO: 239

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

Answer: A

QUESTION NO: 240

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

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

Answer: A

QUESTION NO: 241

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

Answer: B

QUESTION NO: 242

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

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

Answer: B

QUESTION NO: 243

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.

Answer: D

QUESTION NO: 244

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

Answer: A

QUESTION NO: 245

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

Answer: C

QUESTION NO: 246

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

Answer: B

QUESTION NO: 247

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

- A. LDAP
- B. RDP
- C. Telnet
- D. FTP

Answer: C

QUESTION NO: 248

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

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

Answer: A

QUESTION NO: 249

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

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

D. miniPCI

Answer: B

QUESTION NO: 250

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**

Answer: B

QUESTION NO: 251

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

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

Answer: A

QUESTION NO: 252

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**

Answer: C

QUESTION NO: 253

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**

Answer: C

QUESTION NO: 254

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.

Answer: A

QUESTION NO: 255

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

Answer: B

QUESTION NO: 256

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

Answer: B

QUESTION NO: 257

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

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

Answer: B

QUESTION NO: 258

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

Answer: D

QUESTION NO: 259

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

Answer: D

QUESTION NO: 260

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.

Answer: B

QUESTION NO: 261

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

Answer: A

QUESTION NO: 262

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

Answer: E

QUESTION NO: 263

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

Answer: A

QUESTION NO: 264

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

Answer: B

QUESTION NO: 265

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

Answer: C

QUESTION NO: 266

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

Answer: A

QUESTION NO: 267

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

- A. Fiber
- B. Coaxial
- C. Infrared
- D. DSL

Answer: A

QUESTION NO: 268

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

- A. Infrared
- B. RFID
- C. 802.11a

D. Bluetooth

Answer: A

Explanation:

<http://electronics.howstuffworks.com/remote-control2.htm>

QUESTION NO: 269

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**

Answer: B

QUESTION NO: 270

A video adapter typically has which of the following connector types?

- A. eSATA**
- B. HDMI**
- C. DB-9**
- D. RS-232**

Answer: B

QUESTION NO: 271

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**

Answer: B

QUESTION NO: 272

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**

Answer: D

QUESTION NO: 273

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

Answer: B

QUESTION NO: 274

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.

Answer: D

QUESTION NO: 275

Which of the following devices requires calibration as part of its installation?

- A. Touch screen
- B. Mouse
- C. External HDD
- D. Keyboard

Answer: A

QUESTION NO: 276

A cellular mobile hot-spot would create which of the following network types?

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

Answer: D

QUESTION NO: 277

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

Answer: A,F

QUESTION NO: 278

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

Answer: B

QUESTION NO: 279

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

Answer: A

QUESTION NO: 280

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

Answer: A

QUESTION NO: 281

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

Answer: A

QUESTION NO: 282

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

Answer: B,D

QUESTION NO: 283

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

Answer: B,C

QUESTION NO: 284

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

Answer: D

QUESTION NO: 285

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

- A. PC-1600
- B. PC-2100
- C. PC-2700
- D. PC-3200

Answer: D

QUESTION NO: 286

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

Answer: D,E

QUESTION NO: 287

Which of the following processor socket types would support an AMD processor? (Select TWO).

- A. F
- B. LGA
- C. 940
- D. 775
- E. 1155

Answer: A,C

QUESTION NO: 288

Which of the following protocols is used to capture various parameters from network devices in a secure manner?

- A. SNMP
- B. SSL
- C. SSH
- D. SMTP

Answer: A

QUESTION NO: 289

Which of the following connection types is MOST likely associated with an external DVD drive?

- A. Fiber
- B. Bluetooth
- C. SATA
- D. USB

Answer: D

QUESTION NO: 290

Which of the following is a feature of both triple and dual channel memory architectures?

- A. Small pieces of data are interleaved to reduce latency
- B. Data is processed asymmetrically from each RAM channel
- C. Three RAM modules can be used in this architecture and have the best performance
- D. They are flexible as RAM can be different manufacturers and sizes

Answer: A

QUESTION NO: 291

Which of the following voltages can be measured from a Molex connector on the power supply? (Select TWO).

- A. 1.5 volts
- B. 3 volts
- C. 5 volts
- D. 12 volts
- E. 115 volts

Answer: C,D

QUESTION NO: 292

Which of the following TCP/IP addresses is a Class B address?

- A. 10.0.0.1
- B. 15.10.1.1
- C. 172.16.32.1
- D. 192.168.5.5

Answer: C

QUESTION NO: 293

When upgrading BIOS firmware, which of the following limits are MOST commonly increased?

- A. CPU
- B. USB capacity
- C. Optical drive
- D. RAM

Answer: D

QUESTION NO: 294

A technician installs a new sound card but no sound can be heard. Which of the following utilities can be used to see an error?

- A. MSCONFIG
- B. Device Manager
- C. DXDIAG
- D. REGEDIT

Answer: B

QUESTION NO: 295

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

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

Answer: C

QUESTION NO: 296

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

Answer: B

QUESTION NO: 297

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**

Answer: D,E

QUESTION NO: 298

A technician is installing a new IDE optical drive. Which of the following power connectors is needed for the new drive to function?

- A. SATA**
- B. 8-pin ATX**
- C. Molex**
- D. Berg**

Answer: C

QUESTION NO: 299

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**

Answer: D

QUESTION NO: 300

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**

Answer: C

QUESTION NO: 301

Which of the following displays uses gas to display the image?

- A. OLED**
- B. LED**
- C. CRT**
- D. Plasma**

Answer: D

QUESTION NO: 302

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

Answer: D

QUESTION NO: 303

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

Answer: D

QUESTION NO: 304

Which of the following ports is used for HTTPS traffic by default?

- A. 80
- B. 143
- C. 443
- D. 8080

Answer: C

QUESTION NO: 305

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

Answer: B

QUESTION NO: 306

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

Answer: C

QUESTION NO: 307

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

Answer: D

QUESTION NO: 308

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)

- A. Cooling fans
- B. RAM
- C. Number of CPU cores
- D. Storage space
- E. PCIe slots

Answer: B,C

QUESTION NO: 309

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

Answer: D

QUESTION NO: 310

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.

Answer: A

QUESTION NO: 311

Most notebook PCs have their WiFi antenna located in the:

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

Answer: D

QUESTION NO: 312

Which of the following displays has the HIGHEST Hz frequency?

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

Answer: A

QUESTION NO: 313

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

Answer: B

QUESTION NO: 314

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.

Answer: C

QUESTION NO: 315

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

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

Answer: B

QUESTION NO: 316

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

Answer: B

QUESTION NO: 317

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

Answer: B

QUESTION NO: 318

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

Answer: D

QUESTION NO: 319

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

Answer: B

QUESTION NO: 320

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

Answer: B

QUESTION NO: 321

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

Answer: B

QUESTION NO: 322

A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

- A. It will not install correctly, and the PCI slot is already being used by the video card.
- B. It will install correctly to the PCI Express slot onto the motherboard. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.
- C. It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.
- D. It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

Answer: B

QUESTION NO: 323

A user is trying to use Remote Desktop to connect to another computer on the LAN. The connection fails. The technician opens up a command prompt and types the following. “telnet computer name. 3389” and also gets the same error message. Which of the following is the MOST likely cause of this error, assuming that the OS firewall has been disabled?

- A. The antivirus software is blocking the incoming connection.
- B. The ISP is blocking Remote Desktop at their end.
- C. The RDP connection has been configured to use a non-standard port.
- D. The telnet service has not been installed.

Answer: C

QUESTION NO: 324

Which of the following is the standard sequence of wire color in a RJ-11 phone line?

- A. Green, Black, Yellow, Red
- B. Black, Red, Green, Yellow
- C. Yellow, Black, Red, Green
- D. Red, Black, Green, Yellow

Answer: B

QUESTION NO: 325

Which of the following is an example of a Class C TCP/IP address?

- A. 23.54.35.225
- B. 127.0.0.0
- C. 131.55.30.210
- D. 197.27.37.57

Answer: D

QUESTION NO: 326

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

Answer: C

QUESTION NO: 327

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

- 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

Answer: D

QUESTION NO: 328

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

Answer: C

QUESTION NO: 329

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

Answer: B,C

QUESTION NO: 330

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

Answer: A

QUESTION NO: 331

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

Answer: B

QUESTION NO: 332

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

Answer: A

QUESTION NO: 333

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

Answer: A

QUESTION NO: 334

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

Answer: D

QUESTION NO: 335

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

Answer: A

QUESTION NO: 336

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

Answer: A

QUESTION NO: 337

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

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

Answer: A

QUESTION NO: 338

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

Answer: C

QUESTION NO: 339

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

Answer: B

QUESTION NO: 340

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

Answer: D

QUESTION NO: 341

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

Answer: C

QUESTION NO: 342

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

Answer: C

QUESTION NO: 343

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

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

Answer: A

QUESTION NO: 344

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

Answer: C

QUESTION NO: 345

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

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

Answer: D

QUESTION NO: 346

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

Answer: D

QUESTION NO: 347

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.

Answer: B

QUESTION NO: 348

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

Answer: C

QUESTION NO: 349

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

Answer: C

QUESTION NO: 350

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.

Answer: D

QUESTION NO: 351

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

Answer: D

QUESTION NO: 352

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.

Answer: B

QUESTION NO: 353

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

Answer: C

QUESTION NO: 354

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

Answer: B

QUESTION NO: 355

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

Answer: C,E

QUESTION NO: 356

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.

Answer: C

QUESTION NO: 357

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

Answer: D,E

QUESTION NO: 358

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

Answer: A

QUESTION NO: 359

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.

Answer: D

QUESTION NO: 360

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.

Answer: A

QUESTION NO: 361

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

Answer: B,E

QUESTION NO: 362

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.

Answer: B

QUESTION NO: 363

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.

Answer: A

QUESTION NO: 364

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.

Answer: D

QUESTION NO: 365

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

- 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.

Answer: A

QUESTION NO: 366

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**

Answer: B

QUESTION NO: 367

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**

Answer: C

QUESTION NO: 368

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**

Answer: C

QUESTION NO: 369

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**

Answer: D

QUESTION NO: 370

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

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

Answer: B

QUESTION NO: 371

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

Answer: B

QUESTION NO: 372

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

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

Answer: A

QUESTION NO: 373

Which of the following ports is associated with HTTPS?

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

Answer: C

QUESTION NO: 374

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.

Answer: C

QUESTION NO: 375

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

Answer: B

QUESTION NO: 376

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

Answer: B,D

QUESTION NO: 377

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

Answer: B

QUESTION NO: 378

Which of the following is a type of Fiber connector?

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

Answer: D

QUESTION NO: 379

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

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

Answer: B

QUESTION NO: 380

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

Answer: D

QUESTION NO: 381

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

Answer: C

QUESTION NO: 382

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

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

Answer: C

QUESTION NO: 383

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

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

Answer: D

QUESTION NO: 384

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

Answer: B

QUESTION NO: 385

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

Answer: A

QUESTION NO: 386

A customer would like to be able to watch TV on their home computer and record television shows. Which of the following should be installed in their machine?

- A. FireWire card**
- B. Tuner card**
- C. Wireless card**
- D. Serial card**

Answer: B

QUESTION NO: 387

A small office would like to implement a cost effective alternative to a full blown server that merely provides simple file sharing with RAID 1. Which of the following is the BEST option?

- A. NAS**
- B. IPS**
- C. Access Point**
- D. SAN**

Answer: A

QUESTION NO: 388

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**

Answer: A

QUESTION NO: 389

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

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

Answer: B

QUESTION NO: 390

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

Answer: A

QUESTION NO: 391

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**

Answer: B

QUESTION NO: 392

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**

Answer: C

QUESTION NO: 393

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**

Answer: A

QUESTION NO: 394

An example of built-in system diagnostics includes which of the following?

- A. POST cards**
- B. Indicator lights**
- C. TPM**
- D. BIOS settings**

Answer: B

QUESTION NO: 395

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**

Answer: C

QUESTION NO: 396

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

Answer: C

QUESTION NO: 397

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

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

Answer: D

QUESTION NO: 398

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

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

Answer: C

QUESTION NO: 399

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

Answer: A

QUESTION NO: 400

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

Answer: A

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QUESTION NO: 401

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

Answer: D

QUESTION NO: 402

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

Answer: A

QUESTION NO: 403

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

Answer: D

QUESTION NO: 404

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

Answer: C

QUESTION NO: 405

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

Answer: C

QUESTION NO: 406

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

Answer: A

QUESTION NO: 407

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

Answer: B,E

QUESTION NO: 408

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

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

Answer: A

QUESTION NO: 409

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

Answer: B

QUESTION NO: 410

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.

Answer: B

QUESTION NO: 411

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

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

Answer: C

Explanation:

<http://www.inktechnologies.com/blog/what-is-an-imaging-drum/>

QUESTION NO: 412

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.

Answer: B

QUESTION NO: 413

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

Answer: D

QUESTION NO: 414

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

Answer: A

QUESTION NO: 415

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

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

Answer: C

QUESTION NO: 416

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)

Answer: B

QUESTION NO: 417

Which of the following frequencies does Bluetooth use?

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

Answer: C

QUESTION NO: 418

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

Answer: A

QUESTION NO: 419

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

Answer: C

QUESTION NO: 420

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

Answer: A

QUESTION NO: 421

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.

Answer: D

QUESTION NO: 422

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.

Answer: B

QUESTION NO: 423

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

Answer: A

QUESTION NO: 424

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

Answer: B

QUESTION NO: 425

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

Answer: A

QUESTION NO: 426

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

Answer: B

QUESTION NO: 427

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

Answer: C

QUESTION NO: 428

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

Answer: B,E

QUESTION NO: 429

Which of the following RAM types is rated at PC2400?

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

Answer: A

QUESTION NO: 430

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

Answer: D

QUESTION NO: 431

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

Answer: B

QUESTION NO: 432

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.

Answer: C

QUESTION NO: 433

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

Answer: D

QUESTION NO: 434

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

Answer: B,F

QUESTION NO: 435

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

Answer: D

QUESTION NO: 436

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

Answer: A

QUESTION NO: 437

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

Answer: B

QUESTION NO: 438

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

Answer: A,D

QUESTION NO: 439

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

Answer: D

QUESTION NO: 440

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

Answer: C

QUESTION NO: 441

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.

Answer: B

QUESTION NO: 442

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.

Answer: C

QUESTION NO: 443

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

Answer: B

QUESTION NO: 444

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.

Answer: D

QUESTION NO: 445

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

Answer: C

QUESTION NO: 446

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

Answer: B

QUESTION NO: 447

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

Answer: C

QUESTION NO: 448

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

Answer: B

QUESTION NO: 449

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

Answer: C

QUESTION NO: 450

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

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

Answer: C

QUESTION NO: 451

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

Answer: A

QUESTION NO: 452

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

- A. Parity**
- B. SDRAM**
- C. DDR**
- D. ECC**

Answer: D

QUESTION NO: 453

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**

Answer: C

QUESTION NO: 454

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**

Answer: C,F

QUESTION NO: 455

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**

Answer: D

QUESTION NO: 456

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

Answer: C

QUESTION NO: 457

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

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

Answer: D

QUESTION NO: 458

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.

Answer: D

QUESTION NO: 459

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

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

Answer: C

QUESTION NO: 460

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

Answer: B

QUESTION NO: 461

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

Answer: C

QUESTION NO: 462

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

Answer: C

QUESTION NO: 463

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

Answer: B,E

QUESTION NO: 464

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

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

Answer: C

QUESTION NO: 465

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

Answer: A

QUESTION NO: 466

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

Answer: C,E

QUESTION NO: 467

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

Answer: B

QUESTION NO: 468

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. Hyper threading
- D. Integrated GPU

Answer: C

QUESTION NO: 469

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

Answer: A

QUESTION NO: 470

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

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

Answer: B

QUESTION NO: 471

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

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

Answer: D

QUESTION NO: 472

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

Answer: B

QUESTION NO: 473

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

Answer: C

QUESTION NO: 474

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

Answer: C

QUESTION NO: 475

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

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

Answer: D

QUESTION NO: 476

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

Answer: B

QUESTION NO: 477

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

Answer: A

QUESTION NO: 478

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

Answer: D

QUESTION NO: 479

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

Answer: E

QUESTION NO: 480

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

Answer: D

QUESTION NO: 481

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

Answer: D

QUESTION NO: 482

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

Answer: B

QUESTION NO: 483

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

Answer: A

QUESTION NO: 484

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

Answer: D

QUESTION NO: 485

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

Answer: D

QUESTION NO: 486

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

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

Answer: C

QUESTION NO: 487

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

Answer: C

QUESTION NO: 488

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

Answer: D

QUESTION NO: 489

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.

Answer: D

QUESTION NO: 490

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.

Answer: B

QUESTION NO: 491

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.

Answer: D

QUESTION NO: 492

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?

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

Answer: D

QUESTION NO: 493

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

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

Answer: C

QUESTION NO: 494

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

Answer: A

QUESTION NO: 495

Two computers in a SOHO would like to use the same printer. Which of the following would be the LEAST expensive way of accomplishing this with an existing printer already attached to one of the computers?

- A. Install an Ethernet hardware print server
- B. Configure Printer Sharing settings
- C. Directly connect both computers to the printer
- D. Install wireless cards in the computers

Answer: B

QUESTION NO: 496

A technician working for a SOHO recently installed a computer tower inside a cabinet. Users report the computer often shuts down due to overheating. Which of the following environmental impacts should have been considered before determining the location of the computer tower to have avoided the overheating issue?

- A. Humidity
- B. MSDS chemicals
- C. Proper ventilation
- D. Electromagnetic interference

Answer: C

QUESTION NO: 497

A technician needs to verify a set of patch cables in inventory are working properly. Which of the following tools should the technician use?

- A. Multimeter
- B. Cable tester
- C. Toner probe
- D. Crimper

Answer: B

QUESTION NO: 498

A department's multifunction printer just had a maintenance kit installed. When Joe prints the first page after maintenance is performed, the page has random spots and blotches on the front and back. Which of the following actions would BEST solve this?

- A. Reset the printer's maintenance kit level.
- B. Run a cleaning page through the printer.
- C. Replace the toner cartridge.
- D. Run the printer calibration utility.

Answer: B

QUESTION NO: 499

A technician is dispatched to repair a malware infection on a laptop. The user appears agitated and uneasy about the technician working on the computer without supervision. Once the malware is mitigated the technician discovers a hidden folder

containing inappropriate materials. Which of the following would the technician do FIRST?

- A. Report the findings through the proper channels
- B. Browse the images to see if any illegal activity is occurring
- C. Contact the company's security department
- D. Copy all images on an external device as evidence

Answer: A

QUESTION NO: 500

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

Answer: A,D

Topic 5, Volume E

QUESTION NO: 501

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

Answer: B

QUESTION NO: 502

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

Answer: C

QUESTION NO: 503

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

Answer: D

QUESTION NO: 504

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

Answer: C

QUESTION NO: 505

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

Answer: D,E

QUESTION NO: 506

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

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

Answer: B

QUESTION NO: 507

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

Answer: D

QUESTION NO: 508

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

Answer: A,E

QUESTION NO: 509

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

Answer: D

QUESTION NO: 510

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

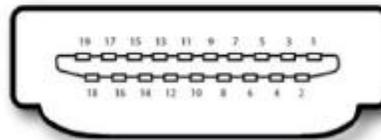
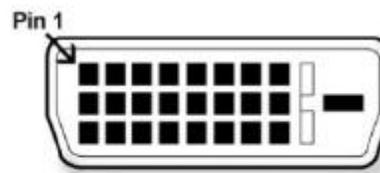
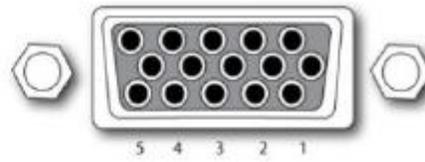
Answer: A,E

QUESTION NO: 511

DRAG DROP

Place the appropriate token next to each graphic.

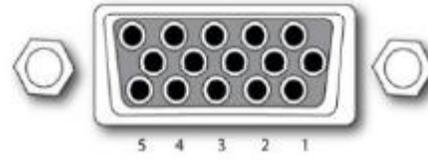
- DVI
- HDMI
- Composite
- S-video
- VGA
- Serial



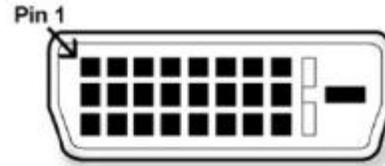
Answer:

- DVI
- HDMI
- Composite
- S-video
- VGA
- Serial

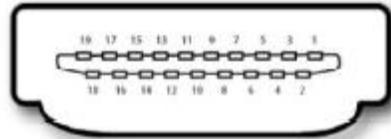
VGA



DVI



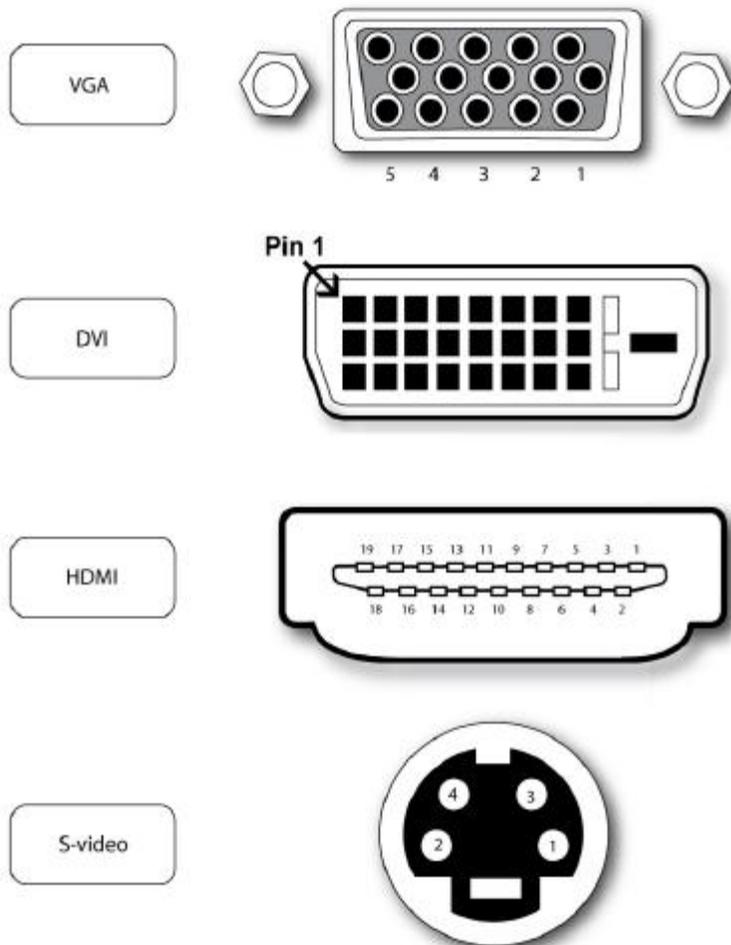
HDMI



S-video



Explanation:



Reference:

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

QUESTION NO: 512

DRAG DROP

Place the appropriate token next to each graphic

	Maximum Distance	Typical Use
Bluetooth	<input type="text"/>	<input type="text"/>
InfraRed	<input type="text"/>	<input type="text"/>
Radio Frequency	<input type="text"/>	<input type="text"/>

Answer:

	Maximum Distance	Typical Use
Bluetooth	<input type="text" value="100 m"/>	<input type="text" value="Cell Phone Headset"/>
InfraRed	<input type="text" value="< 100 m"/>	<input type="text" value="Passive Motion Detector"/>
Radio Frequency	<input type="text" value="> 1 Km"/>	<input type="text" value="WAP"/>

Explanation:

	Maximum Distance		Typical Use
Bluetooth	100m		Cell Phone Headset
InfraRed	< 100m		Passive Motion Detector
Radio Frequency	> 1 Km		WAP

QUESTION NO: 513

DRAG DROP

Instructions: Drag and drop each component onto the labeled areas to label the parts of the motherboard.

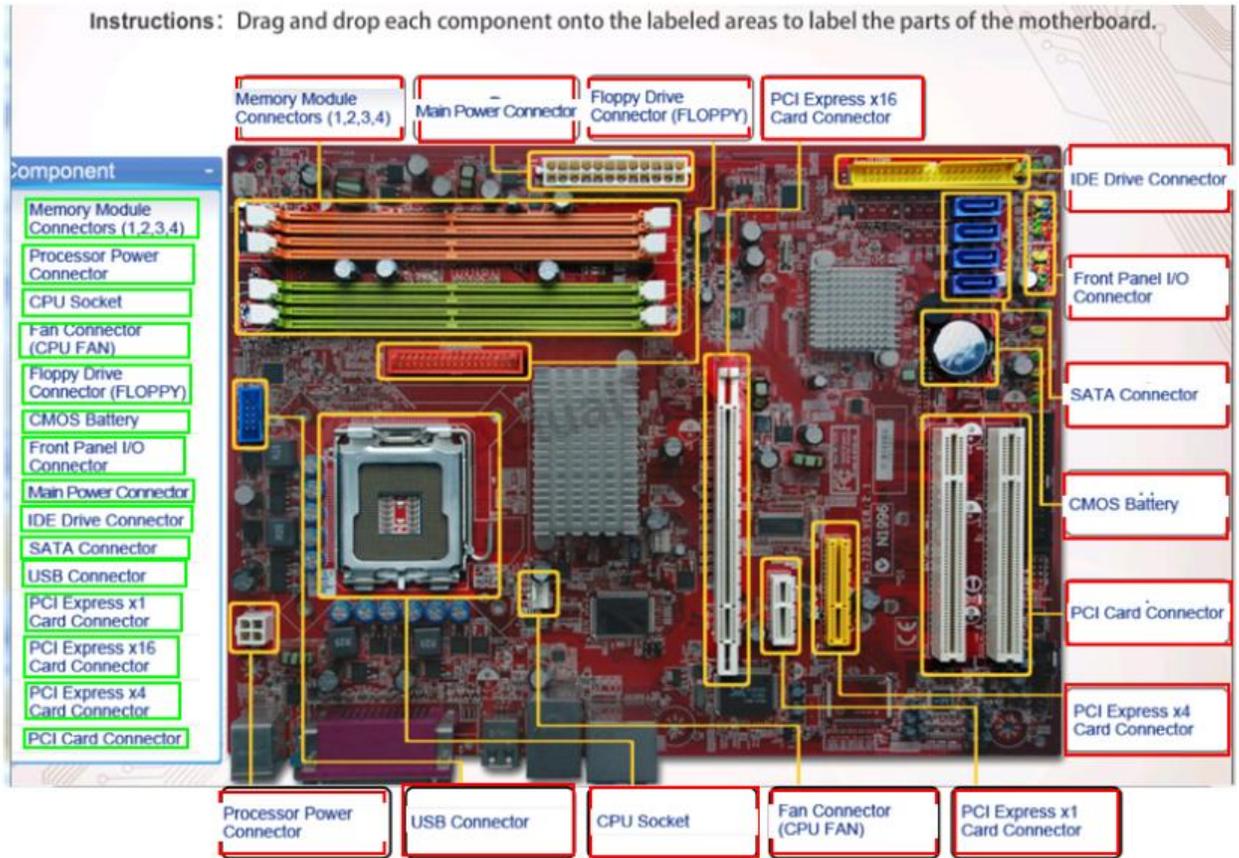
The diagram shows a motherboard with various components highlighted by yellow boxes and connected to labels A through O. The component list on the left is as follows:

- Memory Module Connectors (1,2,3,4)
- Processor Power Connector
- CPU Socket
- Fan Connector (CPU FAN)
- Floppy Drive Connector (FLOPPY)
- CMOS Battery
- Front Panel I/O Connector
- Main Power Connector
- IDE Drive Connector
- SATA Connector
- USB Connector
- PCI Express x1 Card Connector
- PCI Express x16 Card Connector
- PCI Express x4 Card Connector
- PCI Card Connector

The labels and their corresponding components are:

- A: Processor Power Connector
- B: Memory Module Connectors (1,2,3,4)
- C: CPU Socket
- D: Floppy Drive Connector (FLOPPY)
- E: CMOS Battery
- F: Front Panel I/O Connector
- G: USB Connector
- H: Main Power Connector
- I: IDE Drive Connector
- J: SATA Connector
- K: PCI Express x16 Card Connector
- L: PCI Express x4 Card Connector
- M: PCI Card Connector
- N: Fan Connector (CPU FAN)
- O: CMOS Battery

Answer:



Explanation:

- 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

QUESTION NO: 514

DRAG DROP

Instructions: Drag and drop the components onto the correct PC and category. Components can only be used once. Click done to submit your response.

PC type	Virtualization PC	CAD System	Audio Video Editing PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU			
Video			
RAM			
Specialized Option			
Storage			

Components list:

- Multiport DVI PCIe
- Drawing Pad
- HAV
- Video Capture Card
- Dual-Core 3GHz
- Parallel Port
- 12GB DDR3 RAM
- 8-Core 4GHz
- Webcam
- TV Tuner Card
- 2.5" 500G SATA HDD
- Single Port DVI PCIe
- 8GB DDR3 ECC RAM
- 4-Core 3.1GHz
- 1TB IDE HDD
- 8GB GDDR5 RAM
- 14GB SO-DIMM
- Smart Card Reader
- 16GB DDR3 RAM
- 1TB SATA HDD
- 500GB SATA SSD
- Integrated Video
- 4TB SATA HDD
- Dual-Core 2GHz
- Pentium 4

Answer:

Instructions: Drag and drop the components onto the correct PC and category. Components can only be used once. Click done to submit your response.

PC type	Virtualization PC	CAD System	Audio Video Editing PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU	4-Core 3.1GHz	8-Core 4GHz	Dual-Core 3GHz
Video	Integrated Video	8GB GDDR5 RAM	Video Capture Card
RAM	12GB DDR3 RAM	16GB DDR3 RAM	8GB DDR3 ECC RAM
Specialized Option	Pentium 4	Drawing Pad	TV Tuner Card
Storage	1TB IDE HDD	4TB SATA HDD	1TB SATA HDD

Components list:

- Multiport DVI PCIe
- Drawing Pad
- HAV
- Video Capture Card
- Dual-Core 3GHz
- Parallel Port
- 12GB DDR3 RAM
- 8-Core 4GHz
- Webcam
- TV Tuner Card
- 2.5" 500G SATA HDD
- Single Port DVI PCIe
- 8GB DDR3 ECC RAM
- 4-Core 3.1GHz
- 1TB IDE HDD
- 8GB GDDR5 RAM
- 14GB SO-DIMM
- Smart Card Reader
- 16GB DDR3 RAM
- 1TB SATA HDD
- 500GB SATA SSD
- Integrated Video
- 4TB SATA HDD
- Dual-Core 2GHz
- Pentium 4
- 16GB SO-DIMM

QUESTION NO: 515

HOTSPOT

Instructions: Select the Public Library in the diagram to configure the wireless network.
When you have completed the simulation, please select the Done button to submit.

The diagram shows four houses, each with a wireless network configuration box:

- Top-left house: Wireless Network Name: Default, Security Mode: Open, Wireless Channel: 6
- Middle-left house: Wireless Network Name: MyWi, Security Mode: WEP, Wireless Channel: 3
- Bottom-left house: Wireless Network Name: PatsWiFi, Security Mode: WEP, Wireless Channel: 5
- Center house (Public Library): A question mark is positioned above the house, indicating it is the target for selection.

Other houses are shown as faint outlines. A 'Question Show' button is in the top right corner.

Answer:

Instructions: Select the Public Library in the diagram to configure the wireless network.
When you have completed the simulation, please select the Done button to submit.

The diagram is identical to the one above, but a green rectangular box highlights the top-left house and its configuration box. The 'Public Library' house remains highlighted with a question mark. The 'Question Show' button is in the top right corner.

Explanation: Wireless Network Name: Default
 Security Mode: Open
 Wireless Channel: 6

QUESTION NO: 516

DRAG DROP

Drag the components from the list and place them in correct devices.

Components		PC type	Home Theater	Thick Client	Gaming PC
					
Motherboard			LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU					
Video					
Case and Power					
RAM					
Specialized Option					
Storage					

Components

- 250W ATX
- 250 GB HDD
- Quad-Core 3 GHz Phenom II
- 256 GB SSD
- 1 TB HDD
- 2 GB DDR3
- Integrated Video
- 8 GB DDR3
- 800W Full ATX
- Dual-Core 3 GHz i5
- Win7 32 Pro
- Dual Core 2 GHz i3
- 250W HTPC
- Dual 1 GB GDDR5 w/HDMI
- Advanced Case Cooling
- TV Tuner
- 6 GB DDR3
- 1 GB GDDR5 w/HDMI

Answer:

Components

- 250W ATX
- 250 GB HDD
- Quad-Core 3 GHz Phenom II
- 256 GB SSD
- 1 TB HDD
- 2 GB DDR3
- Integrated video
- 8 GB DDR3
- 800W Full ATX
- Dual-Core 3 GHz i5
- Win7 32 Pro
- Dual-Core 2 GHz i3
- 250W HTPC
- Dual 1 GB GDDR5 w/HDMI
- Advanced Case Cooling
- TV Tuner
- 6 GB DDR3
- 1 GB GDDR3 w/HDMI

PC type	Home Theater	Thick Client	Gaming PC
			
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX	ATX AM3
CPU	Dual-Core 3 GHz i5	Dual-Core 2 GHz i3	Quad-Core 3 GHz Phenom II
Video	1 GB GDDR5 w/HDMI	Integrated Video	Dual 1 GB GDDR5 w/HDMI
Case and Power	250W HTPC	250W ATX	800W Full ATX
RAM	6 GB DDR3	2 GB DDR3	8 GB DDR3
Specialized Option	TV Tuner	Win7 32 Pro	Advanced Case Cooling
Storage	256 GB SSD	250 GB HDD	1 TB HDD

[Clear All](#)

QUESTION NO: 517

DRAG DROP

Build PCs for the Gaming PC and Virtualization Workstation [Show](#)

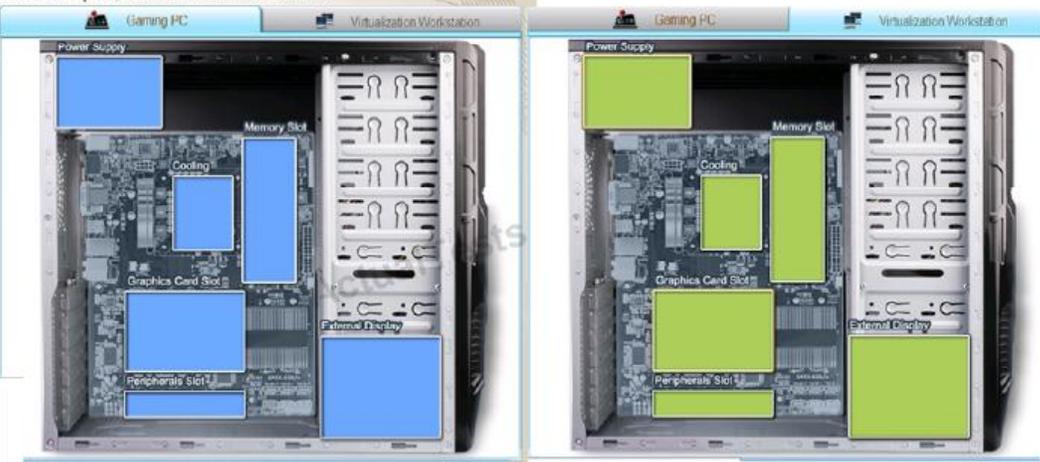
Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete, select the done button to submit.

OBJECT

- 12 GB RAM
- 24 GB RAM
- SLI Graphic Card
- On Board Video
- Dual Monitor Display
- NVM
- 1000W PSW
- 750W PSW
- Liquid Cooling
- CPU Fan
- 1.5 External Drive
- External Backup Drive

Gaming PC **Virtualization Workstation**

Gaming PC **Virtualization Workstation**



Answer:



Explanation:

GAMING PC

- 1 – 1000W PSW
- 2 – 12 GB RAM
- 3 – SU Graphic Card
- 4 – Liquid Cooling
- 5 – Dual Monitor Display
- 6 – 7.1 Surround Card

Virtualization Workstation

- 1 – 750W PSW
- 2 – 24 GB RAM
- 3 – On Board Video
- 4 – External Backup drive
- 5 – CPU Fan
- 6 - KVM

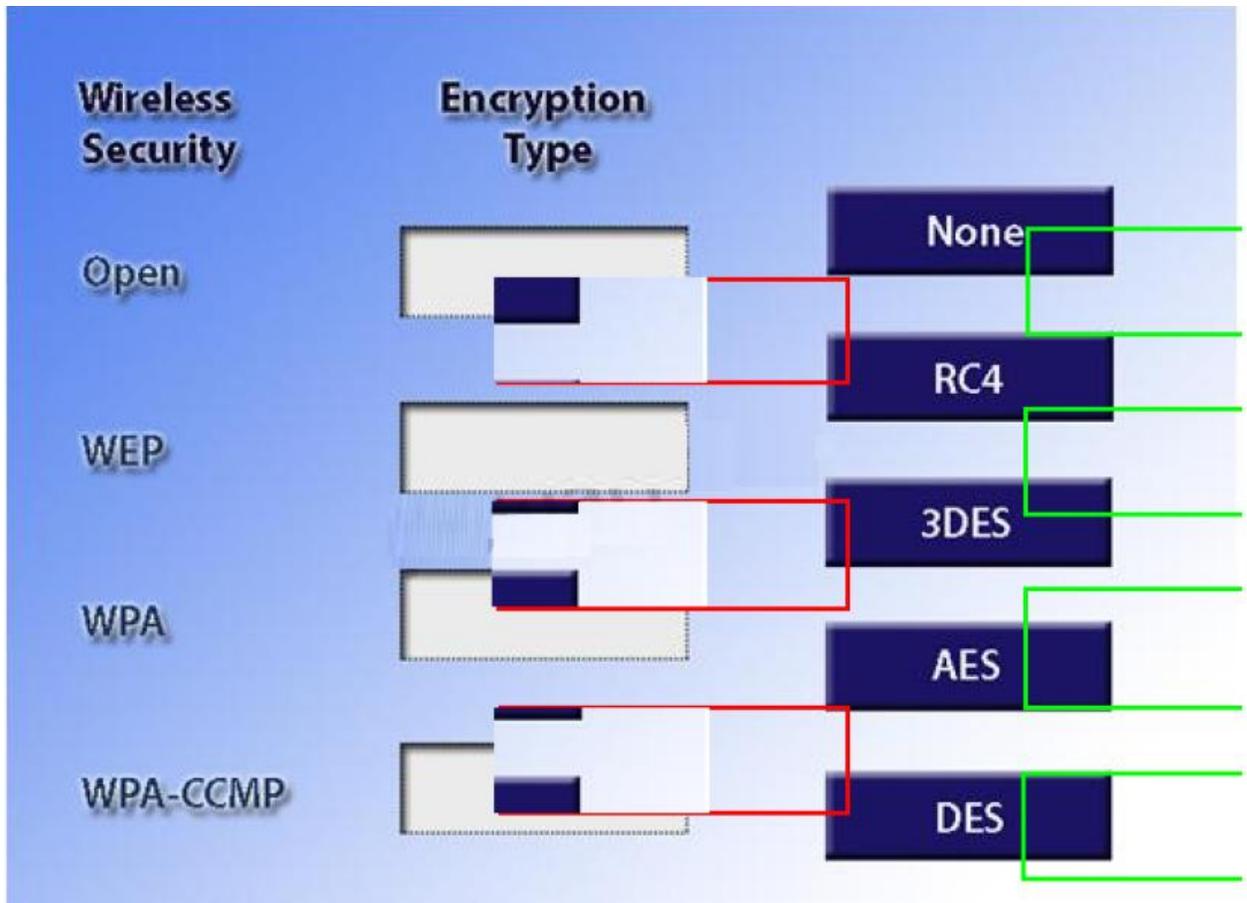
QUESTION NO: 518

DRAG DROP

Drag and drop the following encryption standards to the appropriate wireless standard. Tokens may be used more than once and all placeholders must be filled.

Wireless Security	Encryption Type	
Open	<input type="text"/>	None
WEP	<input type="text"/>	RC4
WPA	<input type="text"/>	3DES
WPA-CCMP	<input type="text"/>	AES
		DES

Answer:



Explanation:

Wireless Security	Encryption Type
Open	None
WEP	RC4
WPA	RC4
WPA-CCMP	AES

QUESTION NO: 519

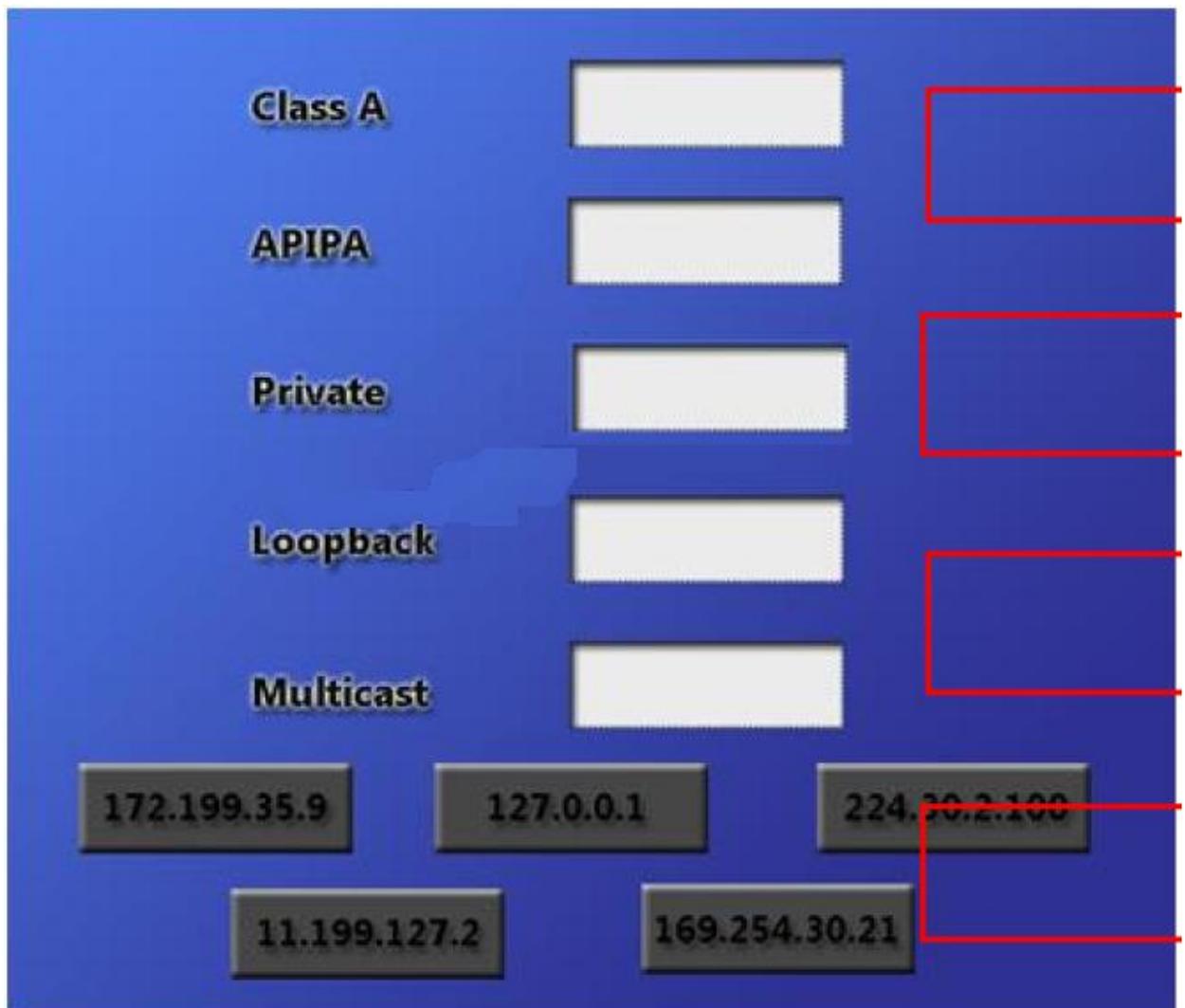
DRAG DROP

Drag and drop the IP address next to the appropriate description.

Class A	<input type="text"/>
APIPA	<input type="text"/>
Private	<input type="text"/>
Loopback	<input type="text"/>
Multicast	<input type="text"/>

172.199.35.9	127.0.0.1	224.30.2.100
11.199.127.2	169.254.30.21	

Answer:



Explanation:

Class A	11.199.127.2
APIPA	169.254.30.21
Private	172.199.35.9
Loopback	127.0.0.1
Multicast	224.30.2.100

QUESTION NO: 520

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

Answer: B

Explanation:

<http://www.tomshardware.com/reviews/power-supply-specifications-atx-reference,3061-12.html>

QUESTION NO: 521

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

- A. LED

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

Answer: A

Explanation:

<http://electronics.howstuffworks.com/difference-between-lcd-and-led.htm>

QUESTION NO: 522

Which of the following would a technician MOST likely perform to prevent a tripping hazard?

- A. Use an ESD mat
- B. Proper cable management
- C. Use plenum graded cable
- D. Proper documentation

Answer: B

Explanation:

<http://www.cabletiesandmore.com/SafecordCordCover.php>

QUESTION NO: 523

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

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

Answer: D

Explanation:

<http://computernetworkingnotes.com/comptia-n-plus-study-guide/network-devices-hub-switchrouter.html> (seeHub)

QUESTION NO: 524

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

Answer: A

QUESTION NO: 525

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

Answer: B

Explanation:

<http://forums.mydigitallife.info/threads/12651-2x-200GB-SATA-I-Raid-0-v-s-single->

QUESTION NO: 526

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

Answer: D

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 NO: 527

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

Answer: A

Explanation:

<http://www.bleepingcomputer.com/tutorials/ip-addresses-explained/>

QUESTION NO: 528

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

Answer: B

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 NO: 529

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

Answer: B

Explanation:

<http://www.crucial.com/install/sodimm.aspx>

QUESTION NO: 530

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.

Answer: B

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 NO: 531

Which of the following is the only place where initial boot settings can be configured?

- A. CMOS
- B. BIOS**
- C. MBR
- D. HAL

Answer: B

Explanation:

<http://buildyourowncomputerworkshop.com/firstboot.html>

QUESTION NO: 532

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

Answer: A

Explanation:

<http://electronics.stackexchange.com/questions/49216/how-do-pci-express-graphics-cards-pullpower-from-both-the-slot-and-the-external>

QUESTION NO: 533

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**

Answer: A

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 NO: 534

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**

Answer: A

Explanation:

<http://www.dci.ca/?Section=Products&SubSection=WiFi-FAQ>

QUESTION NO: 535

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**

Answer: B

Explanation:

<http://superuser.com/questions/409404/why-do-we-have-nat-if-we-could-just-assign-a-public-ipaddress>

QUESTION NO: 536

Which of the following would BEST protect equipment from power spikes?

- A. Anti-static mat**
- B. HVAC system**
- C. Surge suppressor**
- D. Power strip**

Answer: C

Explanation:

<http://electronics.howstuffworks.com/everyday-tech/surge-protector.htm>

QUESTION NO: 537

Which of the following are examples of multimedia devices? (Select TWO).

- A. Scanner
- B. Digitizer
- C. Webcam
- D. Microphone
- E. Touchscreen

Answer: C,D

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 NO: 538

Which of the following is the strongest wireless encryption method?

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

Answer: A

Explanation:

<http://cybercoyote.org/classes/wifi/wpa2.shtml>

QUESTION NO: 539

Which of the following wireless standards is backwards compatible with 802.11g?

- A. 802.11a
- B. 802.11b
- C. 802.11n
- D. 802.1q

Answer: C

Explanation:

<http://www.networkworld.com/newsletters/wireless/2006/0206wireless1.html>

QUESTION NO: 540

Which of the following types of RAM can be used in a dual channel configuration?

- A. SDRAM
- B. RAMBUS
- C. DDR
- D. DIMM

Answer: C

Explanation:

http://en.wikipedia.org/wiki/Multi-channel_memory_architecture#Dual-channel_architecture

QUESTION NO: 541

Which of the following is the BEST protocol to use for securely transferring large files?

- A. Telnet
- B. SSH
- C. SFTP
- D. FTP

Answer: C

Explanation:

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

QUESTION NO: 542

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

Answer: A

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 NO: 543

A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

Answer: C

Explanation:

<http://answers.yahoo.com/question/index?qid=20080514013404AAOuXkS>

QUESTION NO: 544

Which of the following ports MUST be open to connect to a PC using RDP?

- A. 21
- B. 80
- C. 443
- D. 3389

Answer: D

Explanation:

<http://support.microsoft.com/kb/306759>

QUESTION NO: 545

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

Answer: D

Explanation:

<http://www.lyberty.com/tech/terms/usb.html>

QUESTION NO: 546

Which of the following display connections has 15-pins?

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

Answer: B

Explanation:

http://pinouts.ru/Video/VGA15_pinout.shtml

QUESTION NO: 547

Which of the following connector types is only used for Coaxial?

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

Answer: C

Explanation:

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

QUESTION NO: 548

Which of the following cable types has the MAXIMUM transfer rate of 1 Gbps?

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

Answer: C

Explanation:

<http://customcable.ca/cat5-vs-cat6/> (see CAT5e)

QUESTION NO: 549

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

Answer: A

Explanation:

http://compnetworking.about.com/cs/protocolsdhcp/g/bldef_apipa.htm

QUESTION NO: 550

Which type of fire extinguishing technology should be used when encountering an electrical fire?

- A. Class B fire extinguishers
- B. Overhead sprinkler system
- C. Water-based fire extinguishers
- D. Non-water based extinguishers

Answer: D

Explanation:

<http://cs.adelaide.edu.au/~kevin/Wardens/extinguishers.html>

QUESTION NO: 551

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

Answer: B

Explanation:

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

QUESTION NO: 552

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

Answer: B,C

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 NO: 553

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

Answer: A,B

Explanation:

Both Firewire (IEEE 1394) and eSATA connectors can be used to connect external devices.

QUESTION NO: 554

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

Answer: C,D

Explanation:

<http://www.physicsforums.com/showthread.php?t=499107>

QUESTION NO: 555

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

Answer: A,C

QUESTION NO: 556

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

Answer: B

Explanation:

<http://www.ad-net.com.tw/index.php?id=46>

QUESTION NO: 557

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

Answer: C

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 NO: 558

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

Answer: B,E

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 NO: 559

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

Answer: C

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 NO: 560

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

Answer: C

Explanation:

<http://compnetworking.about.com/od/workingwithipaddresses/a/subnetmask.htm>

QUESTION NO: 561

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

Answer: C

Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/disablessidcast.htm>

QUESTION NO: 562

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

Answer: C

Explanation:

<http://www.howtogeek.com/161479/how-to-select-a-battery-backup-for-your-computer/>

QUESTION NO: 563

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

Answer: A

Explanation:

<http://computer.howstuffworks.com/how-wireless-mesh-networks-work.htm>

QUESTION NO: 564

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

Answer: D

Explanation:

<http://www.howstuffworks.com/bios.htm>

QUESTION NO: 565

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

Answer: B

Explanation:

<http://serverfault.com/questions/192995/raid-5-with-big-sata-disks-do-or-dont>

QUESTION NO: 566

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

Answer: C

Explanation:

<http://www.tomshardware.com/forum/196268-33-signal-loss-long-distance-quality-cableneeded>

QUESTION NO: 567

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

Answer: C

Explanation:

<http://www.datapro.net/catalog/dvi-d-cables.html>

QUESTION NO: 568

An IP address of 10.10.1.180 would be considered part of which of the following address classes?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

Answer: A

Explanation:

<http://compnetworking.about.com/od/workingwithipaddresses/l/aa042400b.htm>

QUESTION NO: 569

Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

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

Answer: B

Explanation:

http://compnetworking.about.com/cs/wireless80211/g/bldef_80211b.htm

QUESTION NO: 570

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

Answer: C

Explanation:

<http://blog.simple-help.com/2011/12/ports-vs-protocols-80-and-443/>

QUESTION NO: 571

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

Answer: D

Explanation:

<http://www.computershopper.com/feature/how-it-works-laser-printer>

QUESTION NO: 572

Which of the following technologies has the SHORTEST wireless range for printing?

- A. 802.11g
- B. 802.11a
- C. Bluetooth
- D. Infrared

Answer: D

Explanation:

<http://searchmobilecomputing.techtarget.com/definition/IR-wireless>

QUESTION NO: 573

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

Answer: B

Explanation:

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

QUESTION NO: 574

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

Answer: C

Explanation:

<http://www.modemhelp.net/faqs/8n1.shtml>

QUESTION NO: 575

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.

Answer: D

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 NO: 576

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

Answer: C

Explanation:

<http://www.howstuffworks.com/dns.htm>

QUESTION NO: 577

Which of the following wireless protocols c range ONLY?

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

Answer: A

Explanation:

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

QUESTION NO: 578

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.

Answer: B

Explanation:

<http://www.tdsbusiness.com/Resources/white-papers-the-ins-and-outs-of-high-speed-internetaccess.pdf>

QUESTION NO: 579

A company is receiving a large number of laptop theft reports in the corporate buildings. Which of the following is the MOST cost-efficient way to discourage theft of laptops?

- A. A CCTV system
- B. A cable lock
- C. A badge reader
- D. A retina scanner

Answer: B

Explanation:

http://www.pcworld.com/article/251719/how_to_protect_your_laptop.html

QUESTION NO: 580

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

Answer: C

Explanation:

<http://windows.microsoft.com/is-is/windows-xp/help/using-stickykeys>

QUESTION NO: 581

Which of the following connector types is associated with a fiber connection?

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

Answer: C

Explanation:

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

QUESTION NO: 582

Which of the following media types is LEAST likely to be affected by electromagnetic interference?

- A. Coaxial
- B. Fiber
- C. Wireless B
- D. HSPA

Answer: B

Explanation:

http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html

QUESTION NO: 583

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

Answer: D

Explanation:

<http://www.thegeekstuff.com/2013/03/dhcp-basics/>

QUESTION NO: 584

Which of the following network types BEST represents a network centered around one individual?

- A. LAN
- B. PAN
- C. Cloud
- D. MAN

Answer: B

Explanation:

http://compnetworking.about.com/od/networkdesign/g/bldef_pan.htm

QUESTION NO: 585

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

Answer: A

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 NO: 586

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?

- A. Docking station
- B. VGA to DVI converter
- C. Adjustable monitor arm
- D. PCMCIA card

Answer: A

Explanation:

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

QUESTION NO: 587

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

Answer: C

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 NO: 588

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

Answer: C

Explanation:

<http://www.dummies.com/how-to/content/automatic-private-ip-addressing-apipa.html>

QUESTION NO: 589

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

Answer: D

Explanation:

http://compnetworking.about.com/od/workingwithipaddresses/f/ip_conflict.htm

QUESTION NO: 590

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

Answer: B

Explanation:

<http://www.makeuseof.com/tag/hyperthreading-technology-explained/>

QUESTION NO: 591

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

Answer: D

Explanation:

http://www.ehow.com/how-does_4899546_kvm-switch-work.html

QUESTION NO: 592

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?

- A. WPA
- B. DHCP
- C. WINS
- D. DNS

Answer: B

Explanation:

<http://searchunifiedcommunications.techtarget.com/definition/DHCP>

QUESTION NO: 593

Which of the following devices on a home network should be placed in a DMZ?

- A. Backup server
- B. Gaming server
- C. Smartphone
- D. Wireless printer

Answer: B

Explanation:

http://forums.isaserver.org/m_2002028254/mpage_1/key_/tm.htm#2002028592

QUESTION NO: 594

Which of the following devices converts digital signals to analog ones?

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

Answer: A

Explanation:

http://library.thinkquest.org/27887/gather/fundamentals/analog_and_digital.shtml (Last paragraph on the page)

QUESTION NO: 595

Which of the following printers is required when carbon paper is used?

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

Answer: D

Explanation:

http://www.ehow.com/how-does_5201660_do-impact-printers-work_.html

QUESTION NO: 596

A user discovers that color laser prints are printing slightly off-color. Which of the following should help restore the appropriate colors?

- A. Use different paper
- B. Replace the fuser
- C. Replace the duplexer
- D. Calibrate the printer

Answer: D

Explanation:

<http://www.dummies.com/how-to/content/how-to-calibrate-inkjet-printer-cartridges.html>

QUESTION NO: 597

A technician must trace a network cable from a user's desk to the punch down block in the wiring closet. Which of the following tools would be the BEST choice?

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

Answer: D

Explanation:

<http://ca.answers.yahoo.com/question/index?qid=20120316112333AAKnmy>

QUESTION NO: 598

A DSL modem MOST commonly uses which of the following media?

- A. Cable TV coax
- B. Fiber optic cable
- C. Wireless adapter
- D. Household telephone lines

Answer: D

Explanation:

<http://computer.howstuffworks.com/dsl.htm>

QUESTION NO: 599

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3. Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

Answer: B

Explanation:

A DDR3 memory can only work with other DDR3 chips. It cannot work with DDR2. Therefore, the DDR3 memory purchased can only be used to upgrade notebook computers that have DDR3 memory installed.

QUESTION NO: 600

A technician must replace a 10/100 NIC in a Windows XP PC. The failed NIC is no longer available and a substitute 1 GB NIC will be used. Which of the following MUST be performed to accomplish the task?

- A. The drivers for the new 1 GB NIC must be installed.
- B. The NIC speed cannot exceed 10/100 and the PC must support digitally signed drivers.
- C. The PC must be rated to support the 1 GB NIC speed.
- D. The network cable must also be upgraded.

Answer: A

Explanation:

Whenever you install a new device, you have to install its drivers so that it can work optimally. For 1GB NIC, install the latest drivers available.

Topic 6, Volume F

QUESTION NO: 601

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.
- D. A heatsink, case fan, and thermal compound.

Answer: C

Explanation:

http://pcsupport.about.com/od/maintenance/tp/pc_cooling.htm

QUESTION NO: 602

Which of the following memory form factors is MOST commonly found in laptops?

- A. SDRAM
- B. SODIMM
- C. RAMBUS
- D. DIMM

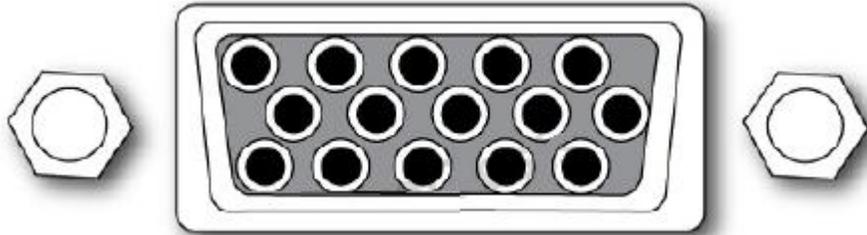
Answer: B

Explanation:

<http://en.wikipedia.org/wiki/SO-DIMM>

QUESTION NO: 603

Click on the Exhibit button. Which of the following describes the port type pictured in the image?



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

Answer: A

Explanation:

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

QUESTION NO: 604

Which of the following motherboards would fit in an ATX case?

- A. BTX
- B. ITX
- C. Ultra ATX
- D. Micro ATX

Answer: D

Explanation:

<http://www.tomshardware.com/forum/275124-30-micro-standard>

QUESTION NO: 605

A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

- A. Specialized video card
- B. Multi-core processor
- C. TV tuner/recorder
- D. Tape backup drive

Answer: A

Explanation:

A high end special video card is needed to render 3D animation. Without a good video card, a graphic artist cannot work properly on a computer creating 3D animation.

QUESTION NO: 606

A technician is helping to purchase a new server to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer's needs? (Select TWO).

- A. Specialized video card
- B. Maximum memory
- C. Maximum-core processor
- D. Dual monitors
- E. Surround sound audio

Answer: B,C

Explanation:

<http://searchservvirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memory-forvirtualizedenvironments>

QUESTION NO: 607

Which of the following should a technician configure to limit access to a small office home office (SOHO) wireless network by the computer's NIC hardware identification?

- A. Encryption
- B. MAC filtering
- C. SSID broadcast
- D. DHCP

Answer: B

Explanation:

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

QUESTION NO: 608

A computer turns on and a "Date and Time Not Set" message appears on the screen after the manufacturer logo. Which of the following is the MOST possible cause?

- A. The computer was not shut down properly.
- B. The CMOS battery needs to be replaced.
- C. The OS has stopped synching with the NTP server.
- D. The system BIOS is corrupted.

Answer: B

Explanation:

<http://answers.yahoo.com/question/index?qid=20080530122837AAWGKXd>

QUESTION NO: 609

Which of the following ports are commonly used to send/receive email? (Select TWO).

- A. 25
- B. 53
- C. 80
- D. 110
- E. 443

Answer: A,D

Explanation:

<http://community.virginmedia.com/t5/Email/25-and-110-port-numbers/td-p/779453/page/2>

QUESTION NO: 610

Which of the following encryption types is the LEAST secure?

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

Answer: D

Explanation:

<http://www.wi-fiplanet.com/tutorials/article.php/3672711>

QUESTION NO: 611

Which of the following is the FIRST component to transfer heat away from a processor?

- A. Thermal paste
- B. Case fan
- C. Liquid cooling
- D. Heatsink

Answer: A

Explanation:

<http://www.techpowerup.com/articles/overclocking/134>

QUESTION NO: 612

Which of the following connector types is used on a CAT5 cable?

- A. RJ-45
- B. DB-9
- C. RJ-11
- D. RS-232

Answer: A

Explanation:

http://www.erlyu.org/steven_nikkel/ethernetcables.html

QUESTION NO: 613

Which of the following cables is fire retardant?

- A. UTP
- B. PVC
- C. STP
- D. Plenum

Answer: D

Explanation:

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

QUESTION NO: 614

Which of the following PC expansion cards needs to be installed to record from a game console?

- A. Video capture
- B. High-end graphics
- C. Network
- D. RAID controller

Answer: A

Explanation:

<http://www.wikihow.com/Record-Video-Games>

QUESTION NO: 615

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

Answer: C

Explanation:

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

QUESTION NO: 616

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

Answer: A

Explanation:

<http://superuser.com/questions/393827/how-to-toggle-between-different-monitors-with-one-keyon-windows-7>

QUESTION NO: 617

Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

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

Answer: A

Explanation:

http://www.cisco.com/en/US/tech/tk648/tk361/technologies_tech_note09186a0080094e77.shtml

QUESTION NO: 618

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

Answer: C

Explanation:

http://www.cse.scu.edu/~tschwarz/COEN252_09/Lectures/legalissues.html

QUESTION NO: 619

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

Answer: B

Explanation:

<http://www.pcworld.com/article/2028293/liquid-cooling-vs-traditional-cooling-what-you-need-to-know.html>

QUESTION NO: 620

Which of the following would BEST segment a LAN while providing additional network ports?

- A. Access point
- B. Modem
- C. Switch
- D. Hub

Answer: C

Explanation:

<http://netcert.tripod.com/ccna/internetworking/lanseg.html>

QUESTION NO: 621

Which of the following provides the LEAST network security?

- A. Firewall

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

Answer: C

Explanation:

<http://www.buzzle.com/articles/router-vs-switch-vs-hub.html>

QUESTION NO: 622

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

Answer: A

Explanation:

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

QUESTION NO: 623

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

Answer: D

Explanation:

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

QUESTION NO: 624

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

Answer: C

Explanation:

http://www.webopedia.com/TERM/M/MAC_address.html

QUESTION NO: 625

Best business practices in IT include.

- A. always suggesting the fastest route to fix the problem
- B. following up with a customer to verify satisfaction
- C. always suggesting the least expensive option

D. offering allpossible choices to a customer

Answer: B

Explanation:

<http://faculty.mu.edu.sa/public/uploads/1362048851.3236customer%20satisfaction31.pdf>

QUESTION NO: 626

Which of the following would require the need for a POTS line?

- A.** Modem
- B.** Router
- C.** Switch
- D.** Hub

Answer: A

Explanation:

<http://computer.howstuffworks.com/dsl.htm>

QUESTION NO: 627

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

Answer: B

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 NO: 628

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

Answer: D

Explanation:

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

QUESTION NO: 629

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

Answer: D

Explanation:

<http://www.seagate.com/support/external-hard-drives/desktop-hard-drives/esata/>

QUESTION NO: 630

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

Answer: B

Explanation:

<http://www.projectorpoint.co.uk/Projector-Brightness-Advice.htm>

QUESTION NO: 631

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

Answer: A

Explanation:

A USB is needed to set up a touch screen LCD monitor.

QUESTION NO: 632

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

Answer: C

Explanation:

<http://www.inktechnologies.com/blog/cleaning-printer-rollers/>

QUESTION NO: 633

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

Answer: B

QUESTION NO: 634

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

Answer: D

QUESTION NO: 635

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?

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

Answer: B

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 NO: 636

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

Answer: D

Explanation:

<http://www.embedded.com/design/prototyping-and-development/4403968/Designing-a-liquidlevelcontrol-delivery-system-for-use-in-medical-industrial-control-processes>

QUESTION NO: 637

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

Answer: A

Explanation:

Notify your immediate supervisor and he can escalate the issue to higher authorities for proper investigation and mitigation.

QUESTION NO: 638

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

Answer: B

Explanation:

<http://www.thegeekstuff.com/2013/03/dhcp-basics/>

QUESTION NO: 639

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

Answer: C

Explanation:

http://en.wikipedia.org/wiki/DDR3_SDRAM

QUESTION NO: 640

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

Answer: C

Explanation:

<http://www.techrepublic.com/article/the-pitfalls-of-mac-filtering/>

QUESTION NO: 641

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

Answer: A

Explanation:

<http://www.techopedia.com/definition/1875/loopback-plug>

QUESTION NO: 642

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

Answer: C

Explanation:

<http://homeservershow.com/movie-streaming-101-the-basics.html>

QUESTION NO: 643

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

Answer: C

Explanation:

http://mcb.berkeley.edu/labs/krantz/pdf/guide_to_crimping_cat5_cat6_connectors.pdf

QUESTION NO: 644

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

Answer: A

Explanation:

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

QUESTION NO: 645

A standard Internet mail account receives incoming messages on which of the following ports?

- A. 80
- B. 110
- C. 143
- D. 443

Answer: B

Explanation:

<http://www.speedguide.net/port.php?port=110>

QUESTION NO: 646

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

Answer: A

Explanation:

<http://danielaccioly.wordpress.com/2006/12/05/how-easy-is-to-break-wep/>

QUESTION NO: 647

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

Answer: A

Explanation:

<http://www.dell.com/support/troubleshooting/us/en/19/KCS/KcsArticles/ArticleView?c=&l=&s=&docid=429969>

QUESTION NO: 648

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

Answer: B

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-swappable 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 NO: 649

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

Answer: C,D

Explanation:

http://www.widowpc.com/2005/06/cooling_a_gamin.php

QUESTION NO: 650

In older laptop screens, the backlight is powered by which of the following?

- A. A CCFL lamp
- B. A gas
- C. LEDs
- D. OLED

Answer: A

Explanation:

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

QUESTION NO: 651

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).

- A. Inverter
- B. LCD

- C. Plasma screen
- D. CRT
- E. OLED

Answer: A,B

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 NO: 652

The wireless antenna is typically located inside the laptop's:

- A. Rear panel
- B. Keyboard
- C. Display bezel
- D. Bottom bezel

Answer: C

Explanation:

<http://gladiator-antivirus.com/forum/index.php?showtopic=81843>

QUESTION NO: 653

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

Answer: D

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 NO: 654

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

Answer: C,E

Explanation:

<http://www.lenovo.com/us/en/faqs/Connect-Laptop-to-TV/>

QUESTION NO: 655

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

Answer: C

Explanation:

<http://forum.notebookreview.com/panasonic/67423-hotkeys-driver-help.html>

QUESTION NO: 656

Which of the following printers requires manual alignment?

- A. Laser
- B. Dot matrix
- C. Inkjet
- D. Thermal

Answer: B

Explanation:

http://www.ehow.com/how_8785245_use-long-dot-matrix-printouts.html

QUESTION NO: 657

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

Answer: D

Explanation:

<http://www.dlink.com.au/products/?pid=322>

QUESTION NO: 658

Which of the following cable types uses a 9-pin connector?

- A. Parallel
- B. Ethernet
- C. USB
- D. Serial

Answer: D

Explanation:

<http://www.computerhope.com/jargon/s/seriport.htm>

QUESTION NO: 659

Which of the following has a MAXIMUM transmission speed of 10 Mbps?

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

Answer: A

Explanation:

<http://customcable.ca/cat5-vs-cat6/>

QUESTION NO: 660

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.

Answer: B

Explanation:

<http://whatis.techtarget.com/definition/thermal-grease-thermal-paste-or-thermal-compound>

QUESTION NO: 661

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

Answer: C

Explanation:

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

QUESTION NO: 662

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

Answer: D

Explanation:

<http://windows.microsoft.com/en-us/windows-vista/enable-file-and-printer-sharing>

QUESTION NO: 663

Which of the following memory types comes in the SIMM variety?

- A. SDRAM
- B. DDR3

- C. DDR2
- D. RDRAM

Answer: A

Explanation:

http://www.proprofs.com/mwiki/index.php/Understanding_RAM_Types:_DRAM_SDRAM_DI_MM_S_IMM_And_More

QUESTION NO: 664

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

Answer: C

Explanation:

<http://www.overclock.net/t/1129146/dual-monitors-for-photo-editing>

QUESTION NO: 665

Which of the following cable types carries an analog video signal across three separate physical channels?

- A. Component
- B. RCA
- C. DVI-analog
- D. VGA

Answer: A

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 NO: 666

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

Answer: C

Explanation:

SODIMM module can be installed when the laptop is turned off completely and disconnected from all power sources.

QUESTION NO: 667

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

Answer: B

Explanation:

<http://blogs.technet.com/b/askperf/archive/2010/01/19/print-driver-installation-on-32-bit-versus-64-bit-servers.aspx>

QUESTION NO: 668

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

Answer: C,E

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 NO: 669

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

Answer: D

Explanation:

<http://whatis.techtarget.com/definition/LPT-line-print-terminal>

QUESTION NO: 670

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

Answer: A

Explanation:

http://www.thinclient.net/pdf/Thin_Client_Benefits_Paper.pdf

QUESTION NO: 671

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

Answer: D

Explanation:

<http://www.wikihow.com/Clean-Print-Heads>

QUESTION NO: 672

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

Answer: B

Explanation:

<http://www.wieshs.eu.dodea.edu/Courses/PTS/Electronics/ComputerServiceSupport/css/Forms/Doc/ImpactGD.pdf>

QUESTION NO: 673

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

Answer: A

Explanation:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bp105819>

QUESTION NO: 674

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

Answer: D

Explanation:

http://pcsupport.about.com/od/safetyconsiderations/qt/safety_tips.htm

QUESTION NO: 675

Which of the following would BEST protect equipment from a brown out?

- A. HVAC system
- B. Surge suppressor
- C. UPS
- D. Power strip

Answer: C

Explanation:

http://www.visitinggeeks.com/press_room_heatwave.html

QUESTION NO: 676

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

Answer: C

Explanation:

Report through proper channels. Notify your immediate supervisor and he will escalate the issue to higher authorities.

QUESTION NO: 677

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

Answer: A

Explanation:

<http://computer.howstuffworks.com/liquid-cooled-pc.htm>

QUESTION NO: 678

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

Answer: B

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 NO: 679

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.

Answer: A

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 NO: 680

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

Answer: C

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 NO: 681

Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

- 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

Answer: B

Explanation:

<http://printscan.about.com/od/howto/ht/cleanprintheads.htm>

QUESTION NO: 682

Which of the following computer components are located on the Northbridge? (Select TWO).

- A. Hard drive
- B. CPU
- C. Fan
- D. RAM
- E. Audio

Answer: B,D

Explanation:

<http://www.webopedia.com/TERM/N/Northbridge.html>

QUESTION NO: 683

Which of the following can be used to change fan speeds?

- A. Device manager
- B. BIOS
- C. Power options
- D. Action center

Answer: B

Explanation:

<http://www.tomshardware.com/forum/341307-28-change-speed-bios>

QUESTION NO: 684

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

Answer: D

Explanation:

<http://www.wikihow.com/Transfer-VHS-Tapes-to-DVD-or-Other-Digital-Formats>

QUESTION NO: 685

Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

- A. A

- B. B
- C. G
- D. N

Answer: B

Explanation:

http://en.wikipedia.org/wiki/IEEE_802.11

QUESTION NO: 686

Which of the following socket types is for an AMD CPU?

- A. 940
- B. 775
- C. 1155
- D. 1366

Answer: A

Explanation:

http://en.wikipedia.org/wiki/Socket_940

QUESTION NO: 687

A technician documents the findings of illegal material that was found on a workstation. Which of the following should the technician do NEXT when storing the workstation?

- A. Set all users to administrators
- B. Destroy the hard drive
- C. Reimage the workstation and deploy
- D. Adhere to the chain of custody

Answer: D

Explanation:

<http://www.computer-forensics.net/FAQs/what-is-a-chain-of-custody.html>

QUESTION NO: 688

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

Answer: C

Explanation:

<http://www.bit-tech.net/hardware/cooling/2010/05/19/graphics-card-coolers-investigated/>

QUESTION NO: 689

Which of the following is the BEST type of cable to prevent EMI?

- A. STP
- B. Fiber
- C. Plenum

D. UTP

Answer: B

Explanation:

http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html

QUESTION NO: 690

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**

Answer: A

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 NO: 691

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**

Answer: C

Explanation:

PCIe has faster refresh rates. It's up to 5.8 MP grayscale at full refresh rate.

QUESTION NO: 692

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**

Answer: D

Explanation:

http://wiki.answers.com/Q/What_is_CRT_monitor_high_voltage_hazards

QUESTION NO: 693

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

Answer: D

Explanation:

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

QUESTION NO: 694

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

Answer: B

Explanation:

http://www.ehow.com/how_5714162_enter-ssid-wireless-printer.html

QUESTION NO: 695

Which of the following RAM modules has a PC rating of 10600?

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

Answer: C

Explanation:

http://en.wikipedia.org/wiki/DDR3_SDRAM

QUESTION NO: 696

Which of the following types of RAM is typically used to improve reliability?

- A. Double sided
- B. ECC
- C. SODIMM
- D. RDRAM

Answer: B

Explanation:

http://www.webopedia.com/TERM/E/ECC_memory.html

QUESTION NO: 697

Which of the following uses Intel's core i CPUs? (Select TWO).

- A. F
- B. 1366

- C. 775
- D. 1155
- E. AM3

Answer: B,D

Explanation:

<http://www.eggxpert.com/forums/thread/710354.aspx>

QUESTION NO: 698

Which of the following hard drives has the BEST shock resistance?

- A. IDE
- B. NAS
- C. SATA
- D. SSD

Answer: D

Explanation:

<http://www.overclock.net/t/435910/ssd-shock-resistance>

QUESTION NO: 699

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

Answer: B

Explanation:

<http://www.di.unisa.it/~vitsca/RC-0910I/ch04.pdf> (page 25)

QUESTION NO: 700

Which of the following connectors is found on every desktop power supply?

- A. Berg
- B. SATA
- C. PCIe
- D. Molex

Answer: D

Explanation:

<http://en.wikipedia.org/wiki/Molex>

Topic 7, Volume G

QUESTION NO: 701

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

Answer: D

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 NO: 702

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

Answer: A

Explanation:

<http://www.laptopjacks.com/>

QUESTION NO: 703

Which of the following typically cannot be upgraded in a laptop?

- A. Video card
- B. Hard drive
- C. RAM
- D. Wireless card

Answer: A

Explanation:

<http://lockergnome.net/questions/130140/why-can-t-you-upgrade-laptop-hardware>

QUESTION NO: 704

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."

Answer: B

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 NO: 705

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?"

Answer: C

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 NO: 706

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.

Answer: B

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 NO: 707

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.

Answer: C

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 NO: 708

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.

Answer: C

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 NO: 709

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.

Answer: B

QUESTION NO: 710

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

Answer: D

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 NO: 711

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

Answer: A

Explanation:

<http://www.ask.com/question/how-does-a-pcmcia-card-work>

QUESTION NO: 712

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

Answer: A,E

Explanation:

<http://searchservvirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memoryforvirtualizedenvironments>

QUESTION NO: 713

A surge suppressor is only capable of providing protection against which of the following environmental hazards?

- A. Electrostatic discharge
- B. Power blackouts
- C. Power spikes
- D. Power brown outs

Answer: C

QUESTION NO: 714

Which of the following expansion cards would provide support for additional internal storage?

- A. Video capture
- B. Modem
- C. USB port
- D. RAID controller

Answer: D

Explanation:

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

QUESTION NO: 715

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

Answer: A

Explanation:

<http://www.suppliesguys.com/info/what-is-a-fuser-unit.htm>

QUESTION NO: 716

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.

Answer: D

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 NO: 717

Which of the following panel types consumes the MOST power?

- A. Plasma
- B. LCD
- C. LED with no backlight
- D. LED with backlight

Answer: A

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 NO: 718

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

Answer: C

Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm>

QUESTION NO: 719

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.

Answer: A

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 NO: 720

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

Answer: C

Explanation:

<http://windows.microsoft.com/en-us/windows-vista/bitlocker-drive-encryption-overview>

QUESTION NO: 721

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

Answer: D

Explanation:

http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm

QUESTION NO: 722

Which of the following describes the process laser printers use to secure toner to paper?

- A. Bonding
- B. Transferring
- C. Duplexing
- D. Fusing

Answer: D

Explanation:

<http://computer.howstuffworks.com/laser-printer3.htm>

QUESTION NO: 723

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

Answer: A

Explanation:

<http://www.pcmag.com/article2/0,2817,2404258,00.asp>

QUESTION NO: 724

Which of the following media has a capacity of 8.6 GB?

- A. CD
- B. DL DVD
- C. DL Blu-ray
- D. DVD

Answer: B

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 NO: 725

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

Answer: B

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 NO: 726

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

Answer: C

Explanation:

Report the content to higher authorities in your organization. They will take care of it.

QUESTION NO: 727

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.

Answer: B

Explanation:

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

QUESTION NO: 728

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

Answer: A,D

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 NO: 729

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.

Answer: A

Explanation:

When CMOS battery loses its juice, the BIOS will act strangely every time you boot the PC. Change the CMOS battery regularly to keep the BIOS on the motherboard performing optimally.

QUESTION NO: 730

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.

Answer: C

Explanation:

Microsoft updates Windows often. 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 NO: 731

Which of the following describes the MAIN difference between a plenum rated cable versus a nonplenum 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

Answer: A

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 NO: 732

Which of the following describes the function of a hub in a network?

- 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

Answer: D

Explanation:

<http://freewimaxinfo.com/network-hubs.html>

QUESTION NO: 733

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

Answer: A

Explanation:

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

QUESTION NO: 734

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.

Answer: B

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 NO: 735

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

Answer: D

Explanation:

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

QUESTION NO: 736

Which of the following video types has a DB-15 connector?

- A. S-video
- B. DVI-A
- C. DVI-D
- D. VGA

Answer: D

Explanation:

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

QUESTION NO: 737

Which of the following connectors is MOST commonly used for UTP cable?

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

Answer: A

Explanation:

<http://www.danlipofsky.com/technical/ethernet/>

QUESTION NO: 738

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

Answer: B

QUESTION NO: 739

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.

Answer: B

QUESTION NO: 740

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

Answer: A

Explanation:

<http://searchstorage.techtarget.com/definition/IDE>

QUESTION NO: 741

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

Answer: C,D

Explanation:

3.3 volts and 5V are the common voltage range that a PC power supply unit uses to power computer components.

QUESTION NO: 742

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

Answer: B

Explanation:

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

QUESTION NO: 743

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.

Answer: D

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 NO: 744

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

Answer: C

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 NO: 745

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

Answer: A

Explanation:

<http://superuser.com/questions/237698/how-to-discharge-static-electricity-before-opening-a-computer>

QUESTION NO: 746

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

Answer: B

Explanation:

http://desktoppub.about.com/cs/colorcalibration/a/cal_printer.htm

QUESTION NO: 747

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.

Answer: D

Explanation:

<http://technet.microsoft.com/en-us/library/bb457001.aspx>

QUESTION NO: 748

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.

Answer: A

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 NO: 749

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

Answer: C

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 NO: 750

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?

- A.** Battery failure
- B.** Bulb failure
- C.** Display driver is corrupted
- D.** Backlight failure

Answer: D

Explanation:

<http://www.laptoprepair101.com/laptop/2007/09/05/troubleshooting-laptop-with-backlight-failure/>

QUESTION NO: 751

Which of the following expansion slots is characterized by having an x16 speed?

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

Answer: C

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 NO: 752

Which of the following settings is controlled by jumpers?

- A. Chassis detection threshold
- B. Fan speed
- C. USB voltage
- D. Drive hierarchy

Answer: D

Explanation:

[http://en.wikipedia.org/wiki/Jumper_\(computing\)](http://en.wikipedia.org/wiki/Jumper_(computing))

QUESTION NO: 753

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

Answer: A

Explanation:

http://www.webopedia.com/TERM/E/ECC_memory.html

QUESTION NO: 754

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

Answer: C

Explanation:

http://en.wikipedia.org/wiki/Fiber-optic_communication

QUESTION NO: 755

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

Answer: A

Explanation:

http://www.speedguide.net/faq_in_q.php?qid=81

QUESTION NO: 756

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

Answer: C

Explanation:

http://compnetworking.about.com/od/basicnetworkingconcepts/a/network_types.htm

QUESTION NO: 757

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

Answer: C

Explanation:

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

QUESTION NO: 758

Which of the following has the FASTEST connection speed?

- A. Cable
- B. Dial-Up
- C. ISDN
- D. WiMAX

Answer: A

Explanation:

<http://compnetworking.about.com/od/internetaccessbestuses/f/cablespeed.htm>

QUESTION NO: 759

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

Answer: A

Explanation:

http://en.wikipedia.org/wiki/PCI_Express#External_PCIe_cards

QUESTION NO: 760

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 Get Latest & Actual 220-801 Exam's question and Answers from Lead2pass.
- D. Place memory in either both black slots or both blue slots but not both at the same time

Answer: B

Explanation:

Blue slots are for fast memory and black ones are for slower memory.

QUESTION NO: 761

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

Answer: B

Explanation:

<http://www.tomshardware.com/forum/266969-30-compatiblity-pc3200-pc2700>

QUESTION NO: 762

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

Answer: B,E

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 NO: 763

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.

Answer: A

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 NO: 764

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

Answer: D

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 NO: 765

Which of the following laptop display types relies on a backlight for the display presentation?

- A. LCD
- B. LED

- C. CRT
- D. Plasma

Answer: A

Explanation:

<http://electronics.howstuffworks.com/lcd.htm>

QUESTION NO: 766

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

Answer: D,E

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 NO: 767

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

Answer: B,E

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 NO: 768

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

Answer: C,D

Explanation:

<http://hardforum.com/showthread.php?t=1669200>

QUESTION NO: 769

Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?

- A. RAM
- B. LCD screen
- C. Optical drive
- D. Hard drive

Answer: B

Explanation:

LCD is a delicate component with lots of other small components that are crucial to LCD. Consumer cannot be able to replace an LCD without damaging its internal components and the things it relies on, for example, the laptop inverter. That's why it is the least likely replaceable part of laptop from consumer perspective.

QUESTION NO: 770

Which of the following wireless networking standards operates at the SHORTEST distance?

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

Answer: A

Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/f/wifirange.htm>

QUESTION NO: 771

Which of the following RAM types is LEAST likely to work optimally when installed in dual channel mode?

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

Answer: A

Explanation:

<http://www.webopedia.com/TERM/S/SDRAM.html>

QUESTION NO: 772

Which of the following would a technician MOST likely upgrade on a laptop?

- A. Video card
- B. RAM
- C. Wireless antenna
- D. LCD screen

Answer: B

Explanation:

<http://electronics.howstuffworks.com/how-to-tech/add-ram-laptop.htm>