QUESTION: 1
Which of the following types of portable media offers the LARGEST storage capacity?

A. DVD-DL
B. CD-RW
C. CD-R
D. DVD-R

Answer: A

QUESTION: 2
Which of the following are valid ports for printing over a network? (Select TWO).

A. USB 001
B. \\computername\sharename
C. SNMP
D. IP_ip_address
E. IEEE 1394

Answer: B, D

QUESTION: 3
While performing a preventative maintenance check on a personal computer, a technician notices that several unused expansion card slots have open ports. Which of the following BEST describes why the covers for these card slots should be reinstalled?

A. Help limit radio frequency interference (RFI) inside the case.
B. Help ensure proper air flow through the case.
C. Help prevent moisture buildup in the case.
D. Help limit electrostatic discharge (ESD) inside the case.

Answer: B

QUESTION: 4
 Which of the following protocols uses port 80?

A. SMTP
B. HTTP
C. HTTPS
D. FTP

Answer: B

QUESTION: 5
Which of the following allows verification of the port that a printer is currently using?

A. The print queue window from system tray
B. Properties of the printer from the Printers Control Panel
C. Print spooler view in the Printers Control Panel
D. Properties of the port within Device Manager

Answer: B

QUESTION: 6
Users are reporting that print jobs being sent to a shared printer are not printing. A technician has verified the printer is online and prints a configuration page from the printer. Which of the following is the MOST likely cause of the issue? (Select TWO).

A. QoS for printing is not functioning over the LAN.
B. The printer needs to have a cartridge replaced.
C. A job in error status is at the top of the print queue.
D. The printers IP address has changed.
E. New drivers have been released and need to be installed.

Answer: C, D

QUESTION: 7
Which of the following connector types is used with twisted pair cable?

A. T-Connector
B. BNC
C. RJ-45
D. LC

Answer: C

QUESTION: 8
Which of the following bus speeds is used for a PCIe card? (Select TWO).

A. 1x
B. 3x
C. 6x
D. 8x
E. 24x

Answer: A, D

QUESTION: 9
A user calls and says they cannot get to the Internet. How would a technician walk the user through checking the IP address and default Gateway on the computer?

A. Start>Run>type ipconfig>click OK and ask user to read the results.
B. Start>Run>type cmd>click OK>type ipconfig /flushdns>press enter and ask user to read the results.
C. Start>Run>type cmd>click OK>type ipconfig /release>press enter key and ask user to read the results.
D. Start>Run>type cmd>click OK>type ipconfig /all>press enter key and ask user to read the results.

Answer: D

QUESTION: 10
Which of the following BEST describes the function of a DNS server?

A. Secures network traffic through shared key encryption.
B. Provides resolution of host names to IP addresses.
C. Provides security for a network through the use of ACLs.
D. Dynamically assigns IP addresses for easy client configuration.

Answer: B

QUESTION: 11
Which of the following is needed to perform an ASR restore in Windows XP?

A. Operating system CD
B. Recovery console
C. Vendor recovery CD
D. ERD disk

Answer: A

QUESTION: 12
Which of the following commands verifies connectivity between two hosts? (Select TWO).

A. chkntfs
B. dxdiag
C. tracert
D. ipconfig
E. ping

Answer: C, E

QUESTION: 13
A technician notices that there is a second partition on the primary hard drive. This partition is not assigned a drive letter and is not accessible from Windows. Which of the following is the MOST likely explanation for this extra partition?

A. Space reserved by the drive manufacturer for firmware.
B. Space set aside by Windows for use by the virtual memory swap file.
C. A potentially dangerous virus has been downloaded onto the system.
D. A recovery partition put there by the manufacturer.

Answer: D

QUESTION: 14
Which of the following describes the 25 or 9 pin connector with male pins on the back of a laptop computer?

A. Parallel port
B. Serial port
C. IEEE 1394 port
D. USB port

Answer: B

QUESTION: 15
A technician needs to assign a default subnet mask for a class B network to a network device that was just installed. Which of the following would the technician use?

A. 224.0.0.1
B. 255.0.0.0
C. 255.255.0.0
D. 255.255.255.0

Answer: C

QUESTION: 16
Which of the following printers would be the BEST choice for printing on multi-part forms?

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

Answer: A

QUESTION: 17
A user reports that their computer suddenly will not boot. When the technician arrives, they discover that the user is very worried they will not be able to complete a research paper theyve been working on which is due by the end of the day. Which of the following is an appropriate response to the users concerns?

A. A Trojan may have infected the OS or worked its way into the MBR. What did you download recently that caused the problem?

B. I understand your concern, and will try to have your computer working again as quickly as possible so that you can finish your report.

C. If the paper was so important to you, you should have created a backup copy so you could finish it on another computer.

D. I do not understand why you are upset. I am sure your professor will understand and you will be able to turn in the paper tomorrow.

Answer: B

QUESTION: 18
Which of the following hardware is hot pluggable? (Select THREE).

A. eSATA
B. Express Card/54
C. PS/2 peripherals
D. MIDI devices
E. NIC F. USB

Answer: A, B, F

QUESTION: 19
Which of the following is an advantage of upgrading to a 64-bit version of Windows?

A. A greater number of dynamic disks or disks larger than 1 TB can be supported.
B. Multiple applications running in 16-bit compatibility mode are supported.
C. More than 4GB of RAM, in some cases up to 128GB of RAM can be supported.
D. A new anti-virus protection scheme called Data Execution Prevention is supported.

Answer: C

QUESTION: 20
A technician is replacing fifteen 21 CRTs with 19 LCDs. The storage room is on the other side of the building. Which of the following safety measures should the technician take?

A. Wear a back brace when lifting and carrying the CRTs to the storage room.
B. Wear anti-static wrist straps to prevent ESD in the new monitors.
C. Recycle the monitors after removing the capacitors for use in other monitors.
D. Ask several technicians for help in lift the CRT monitors and use a cart for transporting them.

Answer: D

QUESTION: 21
A technician is installing Windows XP on a system that has a SATA HDD. Which of the following will the technician MOST likely have to do to start the installation?

A. Press the F8 Key
B. Press the F3 Key
C. Press the F2 Key
D. Press the F6 Key

Answer: D

QUESTION: 22
After installing a new SATA hard drive the technician notices the drive is hot to the touch and is giving off a slight odor. Which of the following should the technician do?

A. Install a larger fan near the hard drive to cool the system.
B. Clean the drive with compressed air and continue to use it.
C. Remove and replace the drive.
D. Apply more thermal compound and reseat the drive.

Answer: C

QUESTION: 23
Which of the following BEST describes the initial process of setting up a new operating system from a CD- ROM?

A. Format a partition, install device drivers, and install the operating system.

B. Create a partition, format the partition, and install the operating system.
C. Install the operating system, create a partition, and install device drivers.
D. Install the operating system, install device drivers, and create a partition.

Answer: B

QUESTION: 24
Which of the following interfaces are typically supported on the input side of a KVM switch?

A. PS/2, VGA, USB
B. DB25, DB9, PS/2
C. PS/2, DB9, USB
D. PS/2, DB25, VGA

Answer: A

QUESTION: 25
While a technician is responding to a customer's call, a co-worker keeps insisting on telling the technician about their weekend. Which of the following is the BEST course of action?

A. Ask the customer permission to put them on hold and listen politely to the co-workers stories.
B. Put the customer on hold just for a few minutes and join the conversation.
C. Forward the customer to another technician and join the conversation.
D. Ask the customer permission to put them on hold and politely ask the co-worker to talk later.

Answer: D

QUESTION: 26
Which of the following is the maximum FAT32 volume size Windows 2000 and XP will recognize?

A. Up to 16GB
B. Up to 32GB

C. Up to 1024GB
D. Up to 2048GB

Answer: D

QUESTION: 27
The BEST information to document when changing the refresh rate on the display is to include:

A. the previous refresh rate and the new refresh rate applied.
B. the method that was used to access the display properties to change the refresh rate.
C. all the refresh rates that were tested.
D. the color resolution the user requested as well as the refresh rate.

Answer: A

QUESTION: 28
Which of the following features is only available with the Windows XP Professional version as compared to the Windows XP Home version?

A. Simple File Sharing
B. Basic Disk Partitions
C. Remote Desktop
D. Joining a domain

Answer: D

QUESTION: 29
A technician receives a boot error message OS not found. Which of the following should the technician check?

A. The boot order in the BIOS
B. If Plug and Play is enabled
C. If the computer is in Safe Mode
D. If the BIOS is current

Answer: A

QUESTION: 30
A customer reports that the laser printer produces poor quality printouts. Having arrived onsite, the technician has a discussion with the customer and reviews some examples of their print jobs. Which of the following should the technician do NEXT?

A. Clean the toner cartridge.
B. Change the paper.
C. Replace the fuser.
D. Print a test page.

Answer: D

QUESTION: 31
Which of the following may cause a customer to experience excessive heat in a laptop?

A. The processor is improperly seated due to bent pins.
B. Insufficient memory for the OS.
C. The airflow is blocked.
D. Excessive internal display brightness is set.

Answer: C

QUESTION: 32
A technician converts several existing Windows XP Professional laptops from English to the German language. Which of the following is the correct path to change the language settings?

A. Control Panel> Accessibility Options> General
B. Control Panel> Regional and Language Options> Regional Options
C. Control Panel> Regional and Language Options> Regional Options> Customize
D. Control Panel> Regional and Language Options> Languages> Details

Answer: B

QUESTION: 33
A technician has added a wireless network interface card (NIC) to a laptop. When connecting the laptop to a wireless network, the technician successfully tests for speeds of up to 54 Mbps. Which of the following standards of wireless card did the technician install?

A. 802.11g
B. 802.11x
C. 802.11b
D. 802.11q

Answer: A

QUESTION: 34
Which of the following would be the LAST step to take when installing a printer?

A. Reboot the computer.
B. Perform a self-test page.
C. Print a test page.
D. Cycle the printers power.

Answer: C

QUESTION: 35
A user reports that the desktop appears smaller than usual and there is a large black border around the desktop on the monitor. Which of the following would be MOST likely to fix the problem?

A. Have the user demagnetize and restart the monitor.
B. Configure the Display Settings on the monitor.
C. Change to a lower resolution.
D. Configure the Display Settings in Device Manager.

Answer: B

QUESTION: 36
Which of the following is the recommended maximum length of a parallel ATA cable?

A. 16 inches (40cm)
B. 22 inches (55cm)
C. 24 inches (60cm)
D. 18 inches (45cm)

Answer: D

QUESTION: 37
Which of the following are features of the Advanced Tab under Printer Properties?
(Select THREE).

A. Set printing defaults.
B. Specify a separator page.
C. Spool print jobs and start print jobs immediately.
D. Print a test page.
E. Pause printing
F. Delete ports.

Answer: A, B, C

QUESTION: 38
A user has a network laser printer that is printing constantly. The user has tried power
cycling the printer. Which of the following should the technician recommend that the
user do FIRST?

A. Restart the spooler service.
B. Reboot the computer.
C. Access the print queue and pause all print jobs.
D. Purchase a new USB cable.

Answer: C

QUESTION: 39
Which of the following should be configured on a shared Windows XP Professional
system to ensure that each user's data is secure? (Select TWO).

A. Disable the Switching Users setting within the Change the way users log on or off in the Control Panel
User Account applet.
B. Use the File Encryption settings in the Advanced Settings of Properties for the respective user's data folder.
C. Add multiple users in the Control Panel User Account applet.
D. Use NTFS security to secure the data files.
E. Use the Security Center Control Panel Applet to secure resources on the shared system.

Answer: C, D

QUESTION: 40
Which of the following is a cost effective technology that can be implemented on desktops and laptops to meet security considerations and reduce internal password reset costs?

A. Hand recognition software
B. Smart card reader
C. Biometric fingerprint reader
D. Portable face recognition reader

Answer: C

QUESTION: 41
A frustrated customer reports that a problem which was supposedly repaired is occurring again. The customer does not appreciate any efforts to assist with this problem and grows angrier with each attempt at resolution. Which of the following would be an appropriate method for dealing with this situation?

A. Allow the customer to continue uninterrupted and remain silent until a response is requested.
B. Inform the customer that the technician is only trying to help.
C. Agree with the customer that other technicians are not resolving issues completely and assure the customer that the problem will be resolved.
D. State that the technician will need to speak with a supervisor about this problem and then put the customer on hold.

Answer: A

QUESTION: 42
Which of the following types of printers uses an electrostatic charge to create an image of the page onto a charged photoreceptor?

A. Laser
B. Thermal
C. Impact
D. Ink dispersion

Answer: A

QUESTION: 43
A technician is working on a workstation that shuts down after extended periods of operation. Which of the following should be checked FIRST?

A. Vents for blockage
B. Hyperthreading settings
C. Ribbon cable seating
D. CPU seating

Answer: A

QUESTION: 44
Which of the following can be upgraded on a laser printer? (Select TWO).

A. Pickup roller assembly
B. Fuser assembly
C. Hard drive
D. RAM
E. Corona wire

Answer: C, D

QUESTION: 45

A motherboard has a Socket A CPU connector. Which of the following types of CPU can be used with this motherboard?

A. Itanium
B. Athlon
C. Pentium III
D. Xeon

Answer: B

QUESTION: 46
Which of the following paths can be used to upgrade the drivers for a network interface card (NIC)?

A. My Computer > Properties > Hardware tab > Windows Update
B. Control Panel > Network Connections > Tools > Drivers
C. Device Manager > Network adapters > Properties > Driver tab
D. My Network Places > Tools > Drivers > Update Driver

Answer: C

QUESTION: 47
Which of the following would be the BEST way to improve airflow inside a computer?

A. Remove unneeded fans.
B. Install a liquid cooling solution.
C. Install round IDE cabling.
D. Replace the side panels with mesh wires.

Answer: C

QUESTION: 48
Which of the following components are included in a typical laser printer maintenance kit? (Select THREE).

A. Image drum

B. Paper pickup rollers
C. Fuser
D. Duplexer
E. Toner
F. Transfer roller

Answer: B, C, F

QUESTION: 49
Which of the following are printing protocols that can be used for printing over a network? (Select TWO).

A. HTTP
B. RAW
C. LPR
D. FTP
E. USB

Answer: B, C

QUESTION: 50
A computer is overheating but the fans are not obstructed and there is no dust on the components or heatsinks. The MOST likely cause of the overheating is that: (Select TWO).

A. there are not enough fans.
B. the case is too small.
C. the processor is too fast.
D. one or more fans are inoperable.
E. the memory is defective.

Answer: A, D

QUESTION: 51
A technician installs a program that requires a security dongle but the program will not work. Which of the following is MOST likely the cause?

A. The software is not supported by the operating system.
B. The hardware dongle was not installed.
C. The software was installed incorrectly.
D. The operating system does not support security dongles.

Answer: B

QUESTION: 52
After a user ran a registry cleaning program, the computer running Windows XP will not boot. Which of the following should a technician recommend FIRST?

A. Connect the drive as a slave to another computer and use REGEDIT to correct the issue.
B. Run System Restore to get to a previous working condition.
C. Use the boot disk and run SCANREG /RESTORE.
D. Boot using Last Known Good Configuration.

Answer: D

QUESTION: 53
Which of the following printers use a carbon film or inked ribbon to print?

A. Laser
B. Ink jet
C. Impact
D. Thermal

Answer: C

QUESTION: 54
Which of the following could be defined as "determining the underlying reason that a problem occurs in order to prevent similar problems in the future"?

A. Efficiency tracking.
B. Issue prevention.
C. Root cause analysis.
D. Problem analysis.

Answer: C

QUESTION: 55
When configuring biometric devices, which of the following would be the MOST dangerous type of error?

A. False negative
B. True negative
C. True positive
D. False positive

Answer: D

QUESTION: 56
A user wants to upgrade to Windows XP Home from Windows 95. Which of the following describe the potential upgrade paths? (Select TWO).

A. Upgrade to Windows 98SE then to Windows XP Home.
B. Upgrade to Windows NT4.0 SP1 then Windows XP Home.
C. Perform a clean installation of Windows XP Home.
D. Upgrade to Windows 95 OSR2, then to Windows 98SE then Windows XP Home.
E. Upgrade to Windows XP Home directly from Windows 95.

Answer: A, C

QUESTION: 57
To lengthen the life of computer hardware, it is BEST to perform which of the following actions on a routine basis?

A. Degauss the display and drives.
B. Clean out the dust with compressed air.
C. Defragment the hard drive weekly.
D. Clean out the dirt with a damp rag.

Answer: B

QUESTION: 58

Which of the following is the BEST way to remove a USB device on a laptop computer?

A. Remove hardware in Control Panel.
B. Stop the device, and then remove from laptop.
C. Turn off the laptop, and then turn off the device.
D. Remove the driver from Device Manager.

Answer: B

QUESTION: 59

Which of the following registry keys store data about all accounts on the machine?

A. HKEY_ CURRENT_USER
B. HKEY_USERS
C. HKEY_CURRENT_CONFIG
D. HKEY_LOCAL MACHINE

Answer: B

QUESTION: 60

When trying to print, a balloon in the system tray indicates a print job has failed to print. Which of the following is the MOST likely cause?

A. The printer does not recognize the font type.
B. The paper needs to be replenished.
C. The computer needs to upload the print job.
D. Printer firmware needs to be updated.

Answer: B

QUESTION: 61

A user has asked for a technician to update the device drivers for their modem on a Windows XP system. The technician has the correct, updated drivers, but is unable to successfully install the drivers. Which of the following would be the MOST likely cause of the problem?

A. The high encryption package is not installed.
B. The modem is not functioning properly.
C. The account does not have permission to install drivers.
D. The modem is not recognized in Device Manager.

Answer: C

QUESTION: 62
Which of the following is a hazard associated with improper disposal of a CRT?

A. Electromagnetic Interference (EMI)
B. Mercury
C. Lithium
D. High vacuum

Answer: B

QUESTION: 63
While working inside of a desktop computer, a technician finds a wire with insulation damage from rubbing up against a cooling fan. Which of the following should be used to repair the wire?

A. Electrical tape
B. Masking tape
C. Duct tape
D. Wire nut

Answer: A

QUESTION: 64
Which of the following command lines should a technician use to uninstall the Windows XP Service Pack 2?

A. PROGMAN.EXE
B. TASKMAN.EXE

C. SPUNINST.EXE
D. CONVERT.EXE

Answer: C

QUESTION: 65
Before shipping a laptop, which of the following should be removed to avoid damage during transit?

A. PC card adapters
B. LCD
C. DVD-ROM drive
D. Backlight

Answer: A

QUESTION: 66
Which of the following would a technician go to setup a password that would be required prior to booting into the operating system?

A. LDAP
B. POST
C. BIOS
D. User Accounts

Answer: C

QUESTION: 67
A technician determines that a laptop is not properly cooling due to excessive dust in the vents. Which of the following is the BEST preventive maintenance procedure that the technician should perform?

A. Directly spray the vents with compressed air.
B. Install ceiling fans in the room.
C. Use a moist rag to clean the vents monthly.
D. Periodically clean the vents using a small vacuum cleaner.

Answer: D

QUESTION: 68
A technician is planning to open and work on a CRT monitor. Which of the following should the technician take under consideration?

A. Electromagnetic interference
B. High voltage discharge
C. Radio frequency interference
D. Uninterruptible Power Supply (UPS)

Answer: B

QUESTION: 69
A technician is setting up a lab with fourteen wired PCs and one switch in a physical star network configuration. Which of the following should the technician keep in mind when setting up the lab?

A. Cable management to avoid trip hazards
B. Electrical safety with the extra network cables
C. Location of the PCs with respect to each other
D. Number of fans located in the room so system does not overheat

Answer: A

QUESTION: 70
A customer brings a PC for a technician to repair. Which of the following can the technician do to better understand the customers issue?

A. Begin running diagnostic software and confirm findings with another technician.
B. Ask open-ended questions to gather the symptoms.
C. Ask close-ended questions so that the customer does not get overwhelmed with industry jargon.
D. Get the customer contact information, run diagnostic tests, and then confirm the findings with the customer.

Answer: B

QUESTION: 71
Which of the following usually has the HIGHEST latency?

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

Answer: D

QUESTION: 72
Which of the following has the HIGHEST cost of implementation in a small office home office (SOHO) environment?

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

Answer: D

QUESTION: 73
When setting up a WAP, which of the following is broadcasted by default and should be disabled?

A. WPA
B. WEP
C. SSID
D. RADIUS

Answer: C

QUESTION: 74
Which of the following is the purpose of the voltage selector switch?

A. To allow the power supply to operate at different voltages
B. To change the voltage coming from the wall
C. To allow alternating current to be used instead of direct current
D. To change the output voltage to meet the needs of the motherboard

Answer: A

QUESTION: 75
The power brick or external power supply serves which of the following functions for a portable computer?

A. Filters incoming voltage spikes and surges.
B. Allows for a portable computer to be easily moved without being plugged into an outlet. C. Changes DC power to AC power to charge the battery and enhances portability.
D. Converts AC power to DC power that a computer can use to operate and charge its battery.

Answer: D

QUESTION: 76
Which of the following memory modules has 168 pins?

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

Answer: B

QUESTION: 77
Which of the following has the speed of PC2700?

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

Answer: A

QUESTION: 78
Which of the following printer types shoots the ink onto the paper?

A. Impact
B. Dot Matrix
C. Laser
D. Inkjet

Answer: D

QUESTION: 79
Which of the following printer types stamps the ink onto the paper?

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

Answer: D

QUESTION: 80
Which of the following printers requires special paper to be used for printing?

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

Answer: A

QUESTION: 81
Which of the following allows a secure connection between two points?

A. HTTP
B. VPN
C. FTP
D. WAN

Answer: B

QUESTION: 82
Which of the following expansion slots would be needed in a laptop for a technician to install a cellular modem card?

A. ISA
B. AGP 4X
C. PCMCIA
D. PCIe X16

Answer: C

QUESTION: 83
Which of the following will BEST ensure data is removed before recycling a PC?

A. Remove the memory and destroy it.
B. Reformat the hard drive to a clean state using the format command.
C. Remove the hard drive and destroy it.
D. Run a large magnet over the top of the hard drive several times.

Answer: C

QUESTION: 84
Which of the following would be the MOST secure password?

A. SR1234ct
B. CompTIA558475
C. rw2%HN
D. ct23&P#h~

Answer: D

QUESTION: 85
A technician is examining a laptop that is booting up but not showing the laptop display. When the technician plugs in an external monitor the display shows on the monitor but still not on the laptop display. Which of the following should the technician do FIRST to resolve this issue?

A. Replace the video card inside the laptop.
B. Replace the LCD inverter.
C. Make sure the laptop display is enabled.
D. Make sure the OS has the latest video drivers installed.

Answer: C

QUESTION: 86
Which of the following I/O ports has the SLOWEST transfer rate?

A. S/PDIF
B. USB 1.1
C. IEEE 1394
D. USB 2.0

Answer: B

QUESTION: 87
Which of the following technologies can support the longest cable length between devices?

A. IEEE 1394
B. USB 1.1/2.0
C. SATA
D. Serial

Answer: D

QUESTION: 88
Which of the following memory modules has the HIGHEST transfer rate?

A. PC2100
B. DDR333
C. DDR400
D. PC2700

Answer: C

QUESTION: 89
Which of the following would be the maximum transfer rate between a 10/100 NIC and a 10/100/1000 NIC?

A. 100Mb/s
B. 1000Mb/s
C. 10000Mb/s
D. 1Gb/s

Answer: A

QUESTION: 90
A technician can find the Administrative Tools folder in which of the following locations after the initial installation of Windows XP?

A. Program Files
B. Control Panel
C. Start Menu
D. My Computer

Answer: B

QUESTION: 91
Which of the following advantages does a 64-bit processor have over a 32-bit processor?

A. Provides access to larger hard drive partitions.
B. Provides use of more powerful video graphics accelerators.
C. Provides addressing of memory beyond 4GB.
D. Provides use of PCIe X16 expansion slots.

Answer: C

QUESTION: 92
Which of the following should be done after installing a touch screen monitor to ensure that the display functions optimally?

A. Set the refresh rate to the lowest the monitor can display.
B. Calibrate the monitor.
C. Degauss the monitor.
D. Set the resolution to the highest the monitor can display.

Answer: B

QUESTION: 93
Which of the following BEST describes virtual memory?

A. Flash memory used to hold temporary files before deletion.
B. Data written to a disk located in a paging file that would not fit into the systems RAM.
C. The maximum amount of memory a given system can potentially have.
D. A portion of physical RAM that is mirrored to the hard drive for redundancy.

Answer: B

QUESTION: 94
Wake on LAN describes the PCs ability to:

A. collect all packets that are sent to any device on the LAN.
B. send broadcast packets over the LAN to all computers simultaneously.
C. send packets to other network devices on the LAN instructing then to enter a low power state (e.g. Hibernate, Off).
D. resume from a low power state when it receives a network packet telling it to do so.

Answer: D

QUESTION: 95
Which of the following is a characteristic of solid state drives?

A. Built-in encryption standards
B. Larger capacity than traditional magnetic drives
C. Lack of drive heads and platters
D. Higher data integrity

Answer: C

QUESTION: 96
Which of the following is the FIRST step when troubleshooting an issue?

A. Establish a theory of probable cause.
B. Document findings, actions, and outcomes.
C. Verify full system functionality.
D. Identify the problem.

Answer: D

QUESTION: 97
A user states that a program is missing from the computer and it had just been used yesterday. Which of the following questions should a technician ask to help determine what occurred?

A. Was there a power outage since yesterday?
B. Did you check the Recycle Bin to see if the shortcut was accidentally deleted?
C. Are you sure you ran a find on the system and the program is just not misfiled?
D. Are you sure you were using that program?

Answer: B

QUESTION: 98

A user states a computer will not completely boot; it just keeps rebooting. Which of the following questions might a technician ask to try and determine the cause? (Select TWO).

A. Are you sure the power button is not stuck?
B. Was any hardware installed since it last worked?
C. Is the power cable on the monitor loose?
D. Has the monitor been replaced recently?
E. Were there any new software updates done?

Answer: B, E

QUESTION: 99
Two users want to print to a USB printer connected locally. Which of the following is the quickest way to accomplish this?

A. Purchase an external Ethernet print card.
B. Share out the printer from the attached computer.
C. Move the computer and attach to the printer.
D. Set up a local print queue.

Answer: B

QUESTION: 100
A technician wants to install a RAID array that has two hard drives and the best performance. Which of the following RAID levels should be implemented?

A. RAID 0
B. RAID 1
C. RAID 4
D. RAID 6

Answer: A

QUESTION: 101
When a technician receives a call for assistance from a customer, which of the following should the technician do FIRST?

A. Identify the hardware make, model, and serial number.
B. Elevate the call to a higher level of support.
C. Assign an appropriate priority for the issue.
D. Identify the user and associated problem.

Answer: D

QUESTION: 102
A technician uses a call logging process in order to: (Select TWO).

A. select the appropriate priority level for the issue.
B. track the process of the incident.
C. identify common issues among multiple users.
D. help maintain a balanced workload for the help desk technicians.
E. compose a record which allows user authentication.

Answer: B, C

QUESTION: 103
Which of the following definitions below BEST describes System Restore?

A. Allows the operating system to be backed up with immunity to virus activity
B. Allows the operating system to assigns dates so that user data files are backed up
C. Allows the operating system to be rolled back to a previous point in time
D. Allows all data on the hard drive to be rolled back to a previous point in time

Answer: C

QUESTION: 104
A user reports that a computer is running very slow and also states that the machine has been rebooted several times with the same result. The hard drive light is constantly on. Which of the following can be performed on the hard drive to improve performance? (Select TWO).

A. Use the defragment utility.
B. Use the drive compression utility.
C. Use the checkdisk utility.

D. Empty the recycle bin and deleted email items.
E. Use restore point to roll back the computer to a previous date.

Answer: A, C

QUESTION: 105
Which of the following media types has the largest capacity?

A. DVD-RW+
B. DVD-RW-
C. Blu-Ray
D. Dual-sided DVD

Answer: C

QUESTION: 106
Which of the following are benefits from an active cooling system? (Select TWO).

A. Increase system security
B. Utilize less memory
C. Increased performance
D. Increased network speed
E. Longer chip life

Answer: C, E

QUESTION: 107
Which of the following display connections are the MOST commonly used to connect an LCD monitor to a desktop? (Select TWO).

A. USB
B. DVI
C. CGA
D. VGA
E. S-Video

Answer: B, D

QUESTION: 108
A customer brings a PC in for repair, and asks when it will be done. Which of the following is the BEST response for the technician to give?

A. Give the customer an estimated time for repair based on the technicians assessment.
B. Ask the customer to check daily to see when it is completed.
C. Ask the customer when they would like to have the work completed.
D. Inform the customer that others are waiting. The technician will get back to them as soon as possible.

Answer: A

QUESTION: 109
A user is running a program that is not successfully connecting to the network after upgrading the wireless network router. The user states that they do have Internet connectivity. Which of the following solutions will MOST likely to resolve the issue with the program?

A. Add an exception to the firewall for the program.
B. Check the Hardware Compatibility List to see if the program is not compatible with the OS. C. Run the program as a local administrator.
D. Check for any updates to the program.

Answer: A

QUESTION: 110
Which of the following methods is commonly used for Biometric authentication? (Select TWO).

A. Logical token
B. Encrypted passwords
C. RFID smartcards
D. Fingerprint reader
E. Retinal scan

Answer: D, E

QUESTION: 111
Disabling the SSID from broadcasting on a wireless access point (WAP) provides which of the following benefits?

A. Ensures all users physically login to the wired network
B. Ensures that only certain devices can access the network
C. Encrypts data traveling across the wireless network
D. Prevents users from seeing the wireless network

Answer: D

QUESTION: 112
Which of the following cable types is LEAST affected by electromagnetic interference (EMI)?

A. Coaxial
B. UTP
C. Plenum
D. Fiber

Answer: D

QUESTION: 113
After installing a new piece of hardware with the hardware CD, a user is reporting system crashes and performance loss. Which of the following would be the FIRST step in resolving this issue?

A. Try installing the device to a different port or slot.
B. Disable the device in Device Manager.
C. Download and install updated drivers for the device.
D. Contact the vendor for an RMA.

Answer: C

QUESTION: 114
A user has recently installed a new graphics driver, and after restarting their PC the display is no longer appearing. Which of the following boot options would be MOST effective in troubleshooting this issue?

A. Safe mode
B. Boot to the recovery console
C. Safe mode with command prompt
D. Boot with repair disk

Answer: A

QUESTION: 115
Which of the following, when locally connected, can be used as a boot device to install a new installation of Windows Vista? (Select TWO).

A. Serial Cable
B. CD-ROM C. USB drive
D. Floppy drive
E. DVD-ROM

Answer: C, E

QUESTION: 116
A laptop with a docking station is normally wired into a local network. When the laptop is removed from the docking station, the user would like the laptop to automatically switch to the wireless connection. Which of the following Windows features BEST accomplishes this?

A. Driver signing
B. Hardware profile
C. Wireless Zero Configuration
D. Roaming profile

Answer: B

QUESTION: 117

Which of the following Windows features should be disabled to ensure that malware and viruses are completely removed during the disinfection process?

A. Security Center
B. System Restore
C. Machine Debug Manager
D. Hardware Profile

Answer: B

QUESTION: 118
Which of the following are characteristics of a secure password? (Select TWO).

A. Obscure word in a dictionary
B. Contained in a text file
C. Contains AES encryption
D. Contains numbers and letters
E. Contains special characters

Answer: D, E

QUESTION: 119
After successfully installing a free antivirus solution, Windows reports that no antivirus software is currently protecting the system. Which of the following solutions would resolve this issue?

A. Disable the antivirus logging in the Event Viewer.
B. Disable antivirus protection notification within Security Center.
C. Install the Microsoft Malicious Software removal tool.
D. Update the Antivirus definitions.

Answer: B

QUESTION: 120
Which of the following can be used to configure a Windows installation for imaging multiple computers?

A. fdisk
B. sysprep
C. regedit
D. telnet

Answer: B

QUESTION: 121
Which of the following is a class A IP address?

A. 192.168.1.1
B. 224.0.0.1
C. 10.0.0.1
D. 172.16.1.1

Answer: C

QUESTION: 122
Which of the following network ports is normally associated with unencrypted web traffic?

A. 53
B. 80
C. 110
D. 443

Answer: B

QUESTION: 123
Aero is a feature of which operating system?

A. Windows Vista Basic
B. Windows XP Home
C. Windows XP Media Center
D. Windows Vista Ultimate

Answer: D

QUESTION: 124
The Windows Experience Index is used to determine:

A. remaining hard disk storage space.
B. a performance value of system components.
C. the speed and available bandwidth of Internet connections.
D. the reliability and speed of search indexing.

Answer: B

QUESTION: 125
Blu-Ray disks have a storage capacity of:

A. 4.7GB.
B. 9GB.
C. 25GB.
D. 650MB.

Answer: C

QUESTION: 126
The edit command line tool:

A. changes the boot sequence order.
B. can be used to modify desktop preferences.
C. makes changes to the registry.
D. opens a text based word processor.

Answer: D

QUESTION: 127
While troubleshooting a computer problem, a technician has determined what has caused the problem. Which of the following should be the technicians NEXT troubleshooting step?

A. Document findings, actions and outcomes.
B. Ask the user opened ended questions to see if they agree with the cause.
C. Establish a plan of action and implement the solution.
D. Verify full system functionality.

Answer: C

QUESTION: 128
A user running Windows XP is experiencing degraded system performance while a particular application is running. Which of the following interfaces should the technician use to manage current application processes on the users computer?

A. Computer Management
B. REGEDIT
C. Task Manager
D. Event Viewer

Answer: C

QUESTION: 129
As a best practice, before performing hardware upgrades a technician should:

A. archive old drivers.
B. check the HCL.
C. perform a disk defrag.
D. clean each component with an approved cleaning solution.

Answer: B

QUESTION: 130
Which of the following are forms of biometric authentication? (Select THREE).

A. Smart card
B. Barcode scanner
C. Voice recognition

D. Fingerprint reader
E. Optical recognition
F. Secure ID Token

Answer: C, D, E

QUESTION: 131
If a computer needs Windows XP and Windows 2000 configured for a dual-boot environment, which of the following file system should be used in formatting the drive?

A. NTFS
B. UFS
C. FAT
D. NFS

Answer: A

QUESTION: 132
Which of the following can be used to print a test page?

A. Start > Control Panel > System
B. Right-click My Computer then select Manage
C. Right-click on the printers icon and select Properties
D. Start > Control Panel > Printer icon

Answer: C

QUESTION: 133
A technician must configure a computer for a special needs user who can only press one key at a time. Which of the following must the technician enable for this user to press Ctrl-Alt-Del or other multi-key combinations?

A. FilterKeys
B. ToggleKeys
C. Encryption Keys

D. StickyKeys

Answer: D

QUESTION: 134
Which of the following utilities can be used to change a FAT file system into an NTFS file system without data loss?

A. convert
B. format
C. diskpart
D. fdisk

Answer: A

QUESTION: 135
A user reports that after coming back from lunch their PC will no longer turn on. Which of the following is MOST likely the problem?

A. Hard disk failure or operating system needs to be reloaded.
B. Power cord is loose.
C. Mouse and keyboard need to be cleaned.
D. The hard drive is in standby mode.

Answer: B

QUESTION: 136
Which of the following draws too much power and should never be plugged into a UPS?

A. Laser printer
B. Laptop computer
C. LCD monitor
D. Server

Answer: A

QUESTION: 137
Which of the following is MOST likely to be the source of wireless network interference?

A. Bluetooth headset
B. Large screen television
C. AM/FM radio
D. Cordless telephone

Answer: D

QUESTION: 138
Which of the following utilities can help prevent viruses and other malware? (Select TWO).

A. Windows Event Viewer
B. Windows Defender
C. CHKDSK D. FilterKeys
E. Data Execution Prevention

Answer: B, E

QUESTION: 139
A technician is installing a RAM upgrade into a PC. The PC is currently holding two sticks of 512MB PC2700, and the technician would like to install an additional two sticks of 512MB PC3200. Assuming the necessary slots are available, which of the following will be the overall speed of the new RAM?

A. 2100
B. 2700
C. 3200
D. 5300

Answer: B

QUESTION: 140

A CRT monitor is displaying patches of distortion while in use. Which of the following actions BEST resolves this issue?

A. Reload the driver for the monitor.
B. Degauss the monitor.
C. Power cycle the computer.
D. Replace the display adaptor.

Answer: B

QUESTION: 141
Which of the following BEST summarizes computer intrusion detection?

A. An alert at logon when an unknown user has tried to logon
B. An alert when the computer case has been opened
C. A set of firewalls and anti-virus programs protecting the computer
D. A motion sensitive web cam recording the room

Answer: B

QUESTION: 142
A computer is being sold over the Internet. Which of the following steps should be taken to ensure that none of the original hard drive data is given to the buyer?

A. Pass all computer components near a large magnet.
B. Run FDISK on the hard drive.
C. Erase the hard drive using a disk wiping program.
D. Reformat the hard drive to a clean state using the format command.

Answer: C

QUESTION: 143
Which of the following wireless network security methods controls who can connect to the network based on the hardware they are using?

A. MAC filtering

B. WEP encryption
C. WPA encryption
D. NAT routing

Answer: A

QUESTION: 144
Which of the following audio/video devices have the ability to decode NTSC/PAL signals from an external source?

A. TV tuner card
B. Graphics card
C. Video capture card
D. Sound card

Answer: A

QUESTION: 145
A printer with an integrated NIC has been connected to a LAN. Which of the following connection methods is the MOST effective when installing the printer on several PCs?

A. Connect to it through a computer share
B. Connect to it through a TCP/IP port
C. Connect to it via an ad-hoc wireless connection
D. Connect to it through a USB or IEEE 1394 cable

Answer: B

QUESTION: 146
The file server had an expected outage this morning.A technician believes the on-board NIC is bad. One particular caller demands to know exactly how long the system will be down. Which of the following would be the appropriate response?

A. There is no way to tell how long this will take. Hardware and software are not exact sciences. I am not the server technician so please do not take a bad tone with me.
B. Is your work solely depending on the server? Try to not be upset because before you know it, the server will be back up.

C. We believe the problem is the network interface card. We will have it back up within the hour.
D. We have identified the problem and we will have it back up as soon as possible."

Answer: D

QUESTION: 147
A user states that every time they try to pull down video clips from a website, a notice appears on the screen which says the site is being blocked by a filter. The technician knows that a new web filtering application was recently introduced which assigns a 120 minute quota on streaming media and a message appears allowing the user to click to continue. Which is the following is the MOST appropriate response from the technician?

A. What particular website are you trying to download videos from? Are they work related?
B. Video takes a large amount of bandwidth so management has decided to limit each user to what can be downloaded and watched. If you take issue with that please inform your supervisor.
C. Did you read the entire screen? The last sentence clearly says click to continue.
D. Bandwidth usage has become a problem. A new application has been implemented to help manage and improve the network. Simply select continue on the message and the video should appear.

Answer: D

QUESTION: 148
A user states that the print server needs to be reset because they have been unable to print and can see a number of documents pending when looking at the printer in control panel. The technician notices that the real solution is to clear a paper jam in the printer. Which of the following is the BEST response for the technician to give the user?

A. Thank the user for their assistance with the problem; however, their solution did not work and inform the user that the company has personnel working on the problem.
B. Thank the user for their concern ask the user open ended questions to see what they think is the problem.
C. Tell the user that there are indeed print jobs piling up but that the printer has a paper jam and a
technician is in the process of repairing the issue.
D. Fix the paper jam and then give the user some reference material so they can research preventative techniques and be more involved in the troubleshooting process.

Answer: C

QUESTION: 149
A user states that their monitor is acting up and at times the image shakes. The technician checks the asset number and notes that it is one of the last remaining CRT monitors. The company is currently replacing all CRTs with new LCDs. Which of the following is the BEST response?

A. Ask the user what they did to cause the shaking images.
B. Inform the user of the cause of the problem and tell them the degauss the monitor.
C. Tell the user to carry the monitor to the technicians desk there they will give them a new LCD monitor.
D. Empathize with the user and send them a nt monitor to solve the issue.

Answer: D

QUESTION: 150
Management has approved the purchase of uninterruptible power supplies (UPSs) for all workstations. Which of the following is the MOST important factor for a technician to consider when in determining which UPS to purchase?

A. Amount of time necessary for the UPS to run in a power outage.
B. The physical footprint of the UPS.
C. The number and size of all applications running on each workstation.
D. The amount of space available at each workstation to place the UPS.

Answer: A

QUESTION: 151
A user receives the message The security log on this system is full. Only an administrator can log on and fix this problem. The administrator should use which of the following to fix this issue?

A. Event Viewer
B. SECPOL.MSC
C. Windows Security Center
D. SECEDIT.EXE

Answer: A

QUESTION: 152
Which of the following types of media is considered solid state?

A. Tape drive
B. Floppy disk
C. DVD
D. Flash media

Answer: D

QUESTION: 153
Which of the following types of media is considered optical?

A. Floppy
B. Blu-Ray
C. Biometric device
D. Tape

Answer: B

QUESTION: 154
Which of the following is the correct class address for an IP address of 194.168.10.25?

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

Answer: C

QUESTION: 155
Which of the following is a class A address?

A. 107.167.34.120
B. 198.45.32.109
C. 129.207.21.65
D. 190.120.87.165

Answer: A

QUESTION: 156
Which of the following cable types uses a BNC?

A. Fiber
B. CAT6
C. Coaxial
D. UTP

Answer: C

QUESTION: 157
Which of the following services uses the TCP port 21 by default?

A. TELNET
B. HTTPS
C. SMTP
D. FTP

Answer: D

QUESTION: 158
Which of the following is a Class C address?

A. 65.102.1.120
B. 192.168.1.1
C. 125.32.3.132
D. 134.28.1.120

Answer: B

QUESTION: 159
Which of the following is created when setting up MAC filtering?

A. WPA
B. WEP
C. SSID
D. ACL

Answer: D

QUESTION: 160
While trying to resolve an issue with wireless connectivity on a users laptop, a coworker starts interrupting the user with an unrelated issue as the user is explaining what is happening on the laptop. Which of the following should the technician do?

A. Politely tell the user they can solve the coworkers issue and then contact the technician when they are ready to give their attention to the technician.
B. Politely ask the coworker to stop interrupting and ask the coworker to come back at another time.
C. Tell the user the technician will figure out the problem and fix it they have more important problems to take care of.
D. Politely ask coworker to let the user finish their explanation and focus on what the user is saying.

Answer: D

QUESTION: 161
Which of the following is a loopback address on a computer with an IP address of 192.168.0.12, a subnet mask of 255.255.255.0 and a gateway of 192.168.0.1?

A. 192.168.0.0
B. 192.168.0.1
C. 255.255.255.0
D. 127.0.0.1

Answer: D

QUESTION: 162
Which of the following will navigate to the Computer Management MMC Plug-in? (Select TWO).

A. Right click on My Computer and select Manage.
B. Double click the Computer Management icon under Administrative Tools.
C. Click Start, type in Run and then type in regedit.
D. Right click on the Start Menu and select Properties.
E. Click Start, type in Run and then type in msconfig.

Answer: A, B

QUESTION: 163
Which of the following is the correct way to get to the Services MMC Plug-in to see what services are currently running? (Select TWO).

A. Right click on the My Computer and select Properties.
B. Open Control Panel, open Administrative Tools, double click on the Services icon.
C. Click Start>Run and then type in services.msc.
D. Click Start>Run and then type in regedit.
E. Click Start>Run and then type in regedt32.

Answer: B, C

QUESTION: 164
Which of the following is a valid boot device? (Select THREE).

A. RAM
B. DVD-ROM
C. Hard disk
D. Tape drive
E. Sound card
F. NIC

Answer: B, C, F

QUESTION: 165
Starting Windows XP in Safe Mode will cause which of the following to occur? (Select TWO).

A. Windows will not save any file changes while is Safe Mode.
B. Windows prevents successful boot and logon from updating Last Known Good Configuration.
C. Windows XP will scan all drivers and services to make sure they are all approved and safe to run during boot.
D. Windows XP starts basic networking to allow for updating of drivers from the Internet. E. Windows XP uses the minimum set of drivers and services to start the GUI.

Answer: B, E

QUESTION: 166
Which of the following Windows operating systems has a different user folder path than the rest?

A. Windows XP Media Center Edition
B. Windows XP Home
C. Windows Vista Ultimate
D. Windows 2000 Professional

Answer: C

QUESTION: 167
Before returning a repaired system to a user, which of the following should be done? (Select TWO).

A. Document the system findings, actions, and outcomes.
B. Verify full system functionality and implement preventative measures.
C. Inform the user every step that was performed throughout the entire troubleshooting process.
D. Inform the user that the computer may not function as it did before the problem occurred.
E. Change the users permissions so that they cannot create any potential problems in the future.

Answer: A, B

QUESTION: 168
Which of the following uses data striping to distribute data across multiple disks with no fault tolerance?

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

Answer: A

QUESTION: 169
Which of the following uses multiple disks to create one functional drive with parity spanning all the disks?

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

Answer: C

QUESTION: 170
Which of the following interfaces supports only one device per port?

A. RS-232
B. USB 1.1
C. SCSI
D. Bluetooth

Answer: A

QUESTION: 171
On which of the following interfaces should a technician expect to see status light indicators? (Select TWO).

A. IEEE 1394
B. PS/2
C. Parallel
D. NIC
E. Modem
F. Serial

Answer: D, E

QUESTION: 172
Which of the following is used to control access to a network based on the address hard coded into the NIC?

A. 802.11n
B. MAC filtering
C. Channel 11
D. SSID

Answer: B

QUESTION: 173
Which of the following is used to control access to a broadcasted wireless network based on a user supplied key?

A. NAT
B. WEP
C. SSID
D. MAC

Answer: B

QUESTION: 174
Which of the following is assigned to broadcast on a wireless network?

A. WPA key
B. SSID
C. MAC filtering
D. WEP key

Answer: B

QUESTION: 175
Which of the following Windows XP Control Panel applets could a technician use to change a local workstation password? (Select TWO).

A. System
B. User Accounts
C. Administrative Tools
D. Security Center
E. Accessibility Options

Answer: B, C

QUESTION: 176
A customer connects a projector to their laptop, but no display shows on the screen. The projector is turned on. Which of the following could the technician do to send the display to the projector?

A. Use appropriate function toggle key to switch display mode.
B. Press F1 to shift display to the projector.
C. Reboot the computer, the system will auto-select the projector on restart.
D. Go into Device Manager and enable the projector.

Answer: A

QUESTION: 177
Which of the following BEST describes the function of a firewall?

A. Resolves queries for resolution of host names to IP addresses.
B. Secures network Internet traffic through shared key encryption.

C. Provides security for a network through the use of ACLs.
D. Dynamically assigns IP addresses for easy client configuration.

Answer: C

QUESTION: 178
After the problem is resolved, which of the following should be the NEXT action according to the troubleshooting theory?

A. Return the system to the user.
B. Recreate the problem and reapply the solution to ensure it worked properly.
C. Verify that all other parts of the system are working properly.
D. Inform the user of every step that was taken so the user can self-repair if the problem occurs again.

Answer: C

QUESTION: 179
Which of the following media can be MOST affected by magnets and should therefore be kept away from all magnetic fields? (Select THREE).

A. Digital Video Disc
B. Backup Tape
C. Compact Disc
D. IDE Hard Drive
E. Solid State Drive
F. 1.44MB Floppy Disk

Answer: B, D, F

QUESTION: 180
Which of the following methods can a technician use to find the IP address of a computer? (Select TWO).

A. Right click on My Computer, select Properties, select the Hardware tab, and then click on Device Manager.
B. Open a command window and run net /? from the command line.

C. Run the System Configuration Utility from the run line and click on the Services tab.
D. Open Network Connections from the control panel, right click the Local Area Connection, select Status, and then select the Support tab.
E. Open a command window and run ipconfig from the command line.

Answer: D, E

QUESTION: 181
Which of the following are valid installation methods for Windows XP? (Select THREE).

A. Factory recovery partition
B. XCOPY all files from another computer
C. Installation from Microsoft.com
D. Windows CD installation
E. Network installation
F. Purchase a fully configured hard drive

Answer: A, D, E

QUESTION: 182
A user calls stating that they are missing icons from the Windows desktop and that the My Documents folder is empty. Which of the following is the MOST likely cause of the problem?

A. The local user profile is corrupt.
B. The user saved the files to a different location.
C. The user selected an alternate hardware profile.
D. The user accidentally deleted the files.

Answer: A

QUESTION: 183
When attempting to understand a problem the technician should ask the:

A. users coworker to confirm what the user said and verify there is a problem.
B. user to move so the technician can check the computer for problems.

C. user to state the issue and stop the user when the technician has an idea of how to fix the problem.
D. user to explain the problem and listen without interrupting the user.

Answer: D

QUESTION: 184
Which of the following is the maximum cable length of a CAT5e?

A. 100 feet (30 meters)
B. 328 feet (100 meters)
C. 492 feet (150 meters)
D. 1076 feet (328 meters)

Answer: B

QUESTION: 185
Which of the following cable types would be used in a 10BaseT network?

A. UTP
B. ThinNet
C. Fiber
D. Coaxial

Answer: A

QUESTION: 186
Which of the following is a benefit of using STP cable?

A. Increased RFI
B. Decreased ESD
C. Decreased EMI
D. Increased transfer rate

Answer: C

QUESTION: 187
Which of the following utilities is used to remove programs from startup in Windows XP?

A. MSCONFIG
B. ASR
C. Task Manager
D. Computer Management

Answer: A

QUESTION: 188
Which of the following devices must be terminated at the last device or none of the devices will work?

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

Answer: A

QUESTION: 189
Which of the following commands will automatically reconnect a network drive as F: after a reboot in Windows XP?

A. net use \\ComputerName\ShareName /persistent:NO :F
B. net use F: \\ComputerName\ShareName /persistent:NO
C. net use \\ComputerName\ShareName /persistent:YES :F
D. net use F: \\ComputerName\ShareName /persistent:YES

Answer: D

QUESTION: 190
Which of the following ports is commonly used when adding a network printer in Windows XP?

A. Standard TCP/IP port
B. USB port
C. Serial port
D. Parallel port

Answer: A

QUESTION: 191
Which of the following Windows XP system files would a technician edit to change which operating system loads by default when multiple operating systems are installed?

A. Ntbtlog.txt
B. Sysprep.inf
C. Bootsect.dos
D. Boot.ini

Answer: D

QUESTION: 192
A technician needs to increase the paging file size on a Windows XP system. Where would they find this setting?

A. System Properties>Advanced>Performance Settings>Advanced
B. System Properties>General
C. System Properties>Advanced>Environment Variables
D. System Properties>Advanced>Startup and Recovery Settings

Answer: A

QUESTION: 193
Which of the following slots will support the fastest video card?

A. ISA
B. PCIe
C. PCMCIA
D. AGP

Answer: B

QUESTION: 194

A user calls and reports that after the cleaning crew left they started hearing beeping from under their desk. Which of the following is MOST likely the cause?

A. A new security update is available for download.
B. The default printer is out of paper or offline.
C. The speaker wires were disconnected while cleaning.
D. The UPS is disconnected from the wall.

Answer: D

QUESTION: 195

Which of the following is the BitLocker utility used for?

A. Storing passwords
B. Blocking harmful network traffic
C. Securing wireless access points
D. Encrypting hard drives

Answer: D

QUESTION: 196

Which of the following identifies a wireless network when looking at available access points?

A. Hostname
B. Default gateway
C. ISP
D. SSID

Answer: D

QUESTION: 197
Where can a technician find information relating to common problems or concerns on a Windows XP computer?

A. Right-click My Computer > Help and Support
B. Start > Help and Support
C. Start > Programs > Accessories > System Tools > Help and Support
D. Right-click Taskbar > Help and Support

Answer: B

QUESTION: 198
After a technician repairs a printer problem, the customer asks for an explanation the cause of the problem. Which of the following is MOST appropriate?

A. The paper jam was caused by moisture in the paper tray.
B. The process of removal is so complex that only those certified for repair should attempt to resolve.
C. The situation was caused by irresponsible users that spilled coffee in the bottom tray.
D. Due to condensation within the lower tray assembly, the functionality of the rollers was impaired and therefore ceased to transfer properly.

Answer: A

QUESTION: 199
Which of the following copper cabling is BEST to use if data rate speed is not an issue and the segment length must be 1640 feet (500 meters) long?

A. CAT6
B. CAT5e
C. RG-58 ThinNet
D. RG-8 ThickNet

Answer: D

QUESTION: 200
Which of the following BEST describes digital signatures?

A. Cryptographic mechanism that identifies the sender as well as the message integrity
B. Email application add-in which adds the signature block to all email messages
C. An infallible method which binds a signature to a message
D. Requires the receiver to have access to the senders private encryption key

Answer: A

QUESTION: 201
Which of the following is a benefit of using a password generator?

A. Generators create new passwords every time a user signs in to prevent social engineering.
B. Generators eliminate the requirement to establish log-in attempt limitations.
C. Generators extend the requirement to periodically change passwords.
D. Generators eliminate a users tendency to create passwords that can be a security liability.

Answer: D

QUESTION: 202
Which of the following describes the random access memory limitations with Vista 32-bit operating system?

A. 2GB
B. 4GB
C. 8GB
D. 128GB

Answer: B

QUESTION: 203
Which of the following describes the S-video mini-DIN connector on laptops?

A. Allows a LCD projectors output to display on a laptops screen
B. Allows analog video output to a variety of devices
C. Allows digital video to a variety of devices

D. Allows digital video and audio to a variety of devices

Answer: B

QUESTION: 204
Which of the following components should be in contact with thermal compound? (Select TWO).

A. Motherboard
B. Fan
C. Heatsink
D. CPU
E. Capacitors

Answer: C, D

QUESTION: 205
Which of the following components prevents a motherboard from making electrical contact with the case it is in?

A. Riser cards
B. Standoffs
C. Screws
D. Daughterboard

Answer: B

QUESTION: 206
Which of the following Internet connectivity methods MOST commonly uses the PPPoE authentication method?

A. Dial-up
B. Cable
C. DSL
D. Satellite

Answer: C

QUESTION: 207
In which of the following locations can a browser pull files in order to avoid pulling them from the Internet?

A. Temporary Internet Files
B. Browser Plug-Ins
C. Downloaded Program Files
D. Windows Temporary Files

Answer: A

QUESTION: 208
Which of the following addresses would be assigned by APIPA?

A. 169.254.0.15
B. 10.0.0.25
C. 172.16.1.15
D. 192.168.0.15

Answer: A

QUESTION: 209
Which of the following BEST describes a Trojan horse?

A. Malicious software that monitors Internet surfing habits
B. Malicious software that is self-replicating and self-propagating
C. Malicious software attached to another piece of software
D. Malicious software attached to an incoming email

Answer: C

QUESTION: 210
Which of the following BEST describes a worm?

A. Malicious software that is self-replicating and self-propagating
B. Malicious software that changes the users home page
C. Malicious software attached to another piece of software
D. Malicious software that monitors Internet surfing habits

Answer: A

QUESTION: 211
Which of the following BEST describes the function of ECC in a RAM module?

A. Ability to bypass the IRQ channels to work directly with the CPU
B. Ability to detect hardware incompatibilities and resolve them
C. Ability to detect and correct single bit errors in memory
D. Ability to use varying levels of voltage for power saving

Answer: C

QUESTION: 212
Which of the following devices would enable a user to use multiple computers with a single monitor?

A. KVM
B. USB hub
C. Graphics adaptor
D. Capture card

Answer: A

QUESTION: 213
An external hard drive installation has caused a system to crash. Which of the following would be the BEST startup selection?

A. Debugging Mode
B. Safe Mode with Command Prompt
C. Last Known Good Configuration
D. Active Directory Restore Mode

Answer: C

QUESTION: 214
A technician is upgrading a computer for a customer that wishes to have faster than 54MB/s wireless LAN connection. Which of the following standards should the technician upgrade to?

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

Answer: B

QUESTION: 215
A system is malfunctioning and the technician has asked the user about any recent changes to the system. Before the technician performs any diagnostics which of the following actions should the technician take?

A. Run a power supply test.
B. Run a backup routine.
C. Apply the latest service pack.
D. Boot into Safe Mode.

Answer: B

QUESTION: 216
A technician has asked a user about any recent changes to a system and was able to backup all the important data prior to troubleshooting. Which of the following should the technician do NEXT?

A. Create a checklist of the most likely issues.
B. Update all software to determine if this corrects the problem.
C. Check the security log for error codes.
D. Restore the backup to a new hard drive.

Answer: A

QUESTION: 217
A customer receives a bluescreen message. The customer asks the technician, What is a bluescreen message? How should the technician respond?

A. Explain that it is a message that assists in identifying problems based on the error code.
B. Explain that it is difficult to tell what is wrong without accessing the Microsoft Knowledge Base and looking up the specific code.
C. Tell the customer that a bluescreen is another name for stop error.
D. Tell the customer that a bluescreen message means their data is lost and the operating system needs to be updated.

Answer: A

QUESTION: 218
A technician hears a sound that resembles a ticking clock coming from a system. Which of the following is MOST likely causing the sound?

A. Under powered fan
B. Failed fan
C. System clock feature
D. Failing hard drive

Answer: D

QUESTION: 219
Which of the following will BEST prevent theft of monitors and laptops?

A. Logical Token
B. Pad locks
C. RSA keys
D. Cable locks

Answer: D

QUESTION: 220
A customer has a 12 laptop computer. In the office they want to use a 24 LCD monitor, full size keyboard, and a regular mouse without having to connect all of the devices each time. Which of the following will allow this functionality?

A. Docking station
B. Daisy chain
C. Network Hub
D. Crossover cable

Answer: A

QUESTION: 221
A customer states they want a new hard drive that is resistant to shock. Which of the following can be installed to accommodate the customer's request?

A. PATA hard drive
B. SATA hard drive with a rubber gasket
C. Solid state hard drive
D. SCSI drive with properly terminated ends

Answer: C

QUESTION: 222
Which of the following is part of the TCP/IP network configuration? (Select TWO).

A. AppleTalk
B. DHCP
C. IPX/SPX D. DNS
E. NetBEUI

Answer: B, D

QUESTION: 223
Which of the following BEST describes what a VPN is?

A. A testing protocol to verify the strength of a security infrastructure using mock intrusion attacks.
B. A private network between two computers using wireless cards without using a wireless access point between them.
C. A secured line of communication between two points through a public network.
D. A networking protocol used for the propagation of virus data to ensure anti-virus is up to date.

Answer: C

QUESTION: 224
When performing a Windows installation on a computer that has its hard drives connected to a new SATA card, which of the following must be performed for the installation to be successful?

A. Use the Windows XP Professional for SATA card support feature when installing Windows.
B. Create a utilities partition on the hard disk prior to OS install.
C. Disable the system BIOS so the SATA card can take boot precedence.
D. Press F6 when prompted to load the additional drivers.

Answer: D

QUESTION: 225
Which of the following should be plugged into a UPS located at a users desk? (Select THREE).

A. Laser Printer
B. Monitor
C. Laptop AC Adapter
D. Portable Heater
E. Vacuum Cleaner
F. Computer

Answer: B, C, F

QUESTION: 226
Which of the following slot types has the GREATEST peak bandwidth?

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

Answer: B

QUESTION: 227
Which of the following is the proper way to enter the Windows Advanced options menu?

A. Midway through Windows loading, power cycle the system.
B. Press F8 after POST but before Windows begins to load.
C. Edit the config.sys file that is located on the root directory.
D. Enter System Configuration Utility and select Startup Menu.

Answer: B

QUESTION: 228
A client receives an email stating that their online auction has been compromised. It says that they need to login and change their old username, password along with all of their account information. Which of the following is this an example of?

A. Phishing
B. Botnet attack
C. Spyware
D. Trojan

Answer: A

QUESTION: 229
Which of the following wireless technologies has a maximum range of 30 feet (9 meters)?

A. 802.11b
B. Bluetooth 2.0

C. Infrared
D. 802.11a

Answer: B

QUESTION: 230
Which of the following I/O devices can be daisy chained together, but has to be terminated at the last device?

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

Answer: B

QUESTION: 231
Which of the following connectors would plug into a 56K dial-up modem?

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

Answer: A

QUESTION: 232
In a Windows machine, which of the following locations can a programs executable file be typed in and launched from?

A. From the system configuration utility
B. From the MMC snap-in
C. From the start command window
D. From Administrator tools in the control panel

Answer: C

QUESTION: 233
In Windows XP, which of the following can the technician use to stop a program from loading at startup? (Select TWO).

A. Event Viewer
B. Registry
C. Performance Monitor
D. MSCONFIG
E. Net stop

Answer: B, D

QUESTION: 234
A corporate office user reports that they are unable to print to a locally connected printer. Which of the following is the BEST response from the technician?

A. Can I redirect your computer to a network printer until a technician can repair the problem?
B. Have you removed and replaced the printer drivers already?
C. I will dispatch a technician as soon as possible but there are a number of jobs ahead of you.
D. Select Start; type CMD in the run line; when the black window opens, type print lpt1 in the box.

Answer: A

QUESTION: 235
A user reports that they have not heard from the help desk since calling in a problem two days ago. Which of the following is the BEST response?

A. Inform the user that a technician will be out to resolve their problem shortly.
B. Inform the user that there is no record of the prior call.
C. Close existing ticket and open a new trouble ticket for the user.
D. Inform the user that the problem will be escalated to a supervisor for resolution.

Answer: D

QUESTION: 236
Which of the following is the proper technique for cleaning the inside of a desktop computer with a can of compressed air?

A. Leave the unit powered up so that any issues with cleaning can be immediately realized.
B. Unplug the power cable, remove all the components inside the case and spray each one separately.
C. Unplug the power cable, remove the cover, hold the can upright and spray.
D. Unplug the power cable, remove the cover, remove all components, hold the can upside down and spray.

Answer: C

QUESTION: 237
Which of the following tools can protect a workstation against ESD? (Select TWO).

A. Thermal transfer compound
B. Ground-fault isolation outlet
C. Anti-static wrist strap
D. Anti-static mat
E. Anti-magnetic screwdrivers
F. UPS

Answer: C, D

QUESTION: 238
Memory was added to a Windows laptop and upon booting up, the BIOS only reports the original memory amount. Which of the following are the MOST likely issues? (Select TWO).

A. Memory mismatch.
B. Memory size needs to be adjusted in Device Manager.
C. Memory brand is different than the computer.
D. Operating system does not recognize the additional memory.
E. Memory is defective.

Answer: A, E

QUESTION: 239
A user reports that their laptop has frozen up and will not shut down or log off. The technician removed the external power adapter and held the power button down for ten seconds but the problem still exists. Which of the following should the technician do NEXT?

A. Remove the CMOS battery.
B. Disconnect all external devices.
C. Remove the internal main battery.
D. Wait until the main battery is exhausted and then remove.

Answer: C

QUESTION: 240
The fan on a power supply is not working. Which of the following is the BEST course of action?

A. Replace then entire power supply.
B. Continue using the power supply until it fails.
C. Verify the voltage powering the fan.
D. Replace the fan.

Answer: A

QUESTION: 241
In which of the following situations would a voltage switch on a power supply need to be changed?

A. When putting a PC into long-term storage
B. When traveling to other countries
C. When troubleshooting power issues
D. When installing more powerful components

Answer: B

QUESTION: 242
Which of the following stores information for faster access on a CPU?

A. Front side bus
B. Removable storage
C. Cache
D. RAM

Answer: C

QUESTION: 243
Which of the following adapter cards should be installed so a PC can use RAID? (Select TWO).

A. USB
B. SATA
C. Serial
D. SCSI
E. IEEE 1394

Answer: B, D

QUESTION: 244
Which of the following BEST describes how a thermal transfer printer works?

A. Toner sticks to photoconductive areas on a drum.
B. Small wires impact and squeeze ink from a ribbon.
C. Heat from the printhead transfers an image onto the paper.
D. Heat from the printhead boils a water-based ink.

Answer: C

QUESTION: 245
Which of the following BEST describes how an impact printer works?

A. Heat from the printhead boils a water-based ink.
B. Small wires strike and transfer ink from a ribbon.
C. Heat from the printhead melts the ink onto the paper.
D. Toner sticks to photoconductive areas on a drum.

Answer: B

QUESTION: 246
Which of the following is the MOST likely power source for a desktop computer?

A. Switching-mode power supply
B. Linear power supply
C. Nickel cadmium cell
D. Lithium ion cell

Answer: A

QUESTION: 247
Which of the following is the maximum speed at which a standard CD-ROM can be read?

A. 24x
B. 32x
C. 48x
D. 52x

Answer: D

QUESTION: 248
Which of the following hardware features controls power management?

A. ODBC
B. ACPI
C. IRQ
D. IMAPI

Answer: B

QUESTION: 249
A user wants to add an additional network connection to their laptop. Which of the following bus slots will a laptop MOST likely have available to support a new NIC?

A. SATA
B. AGP
C. SODIMM
D. PCMCIA

Answer: D

QUESTION: 250
A technician arrives to resolve a customer issue. Although the technician has immediately responded to the dispatch, the technician finds the customer extremely angry that it has taken over four hours for a response. Which of the following is the BEST course of action for the technician to take to resolve the issue?

A. Empathize with the customer then focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager that the customer was not happy with the response time.
B. Empathize with the customers urgency and explain that there have been problems with the call tracking system for weeks. Make sure the customer is aware that the current service level agreement allows for an eight hour response.
C. Focus on completing the task in an expedited manner. Upon closure, document the situation and inform management that the customers behavior was undesirable.
D. Contact the dispatch team immediately and request to speak to a manager to determine the breakdown in response time.

Answer: A

QUESTION: 251
A technician has replaced a failed keyboard that was full of debris. The technician then explained to the customer the importance of keeping a clean area around their computer. Which of the following should be the technicians NEXT troubleshooting step?

A. Ask another technician to verify that the findings are correct.

B. Document the issue including findings, actions taken and the outcome.
C. Report the incident to the customers manager.
D. Follow up with the customer at a later date, to ensure that the keyboard is still functioning.

Answer: B

QUESTION: 252
An end user states that they are unable to connect to their home wireless network from their laptop. They were able to connect without a problem the day before, but now they are unable to see the network at all. Which of the following is the MOST likely cause for the problem?

A. Recent provider upgrades have changed the wireless specification from 802.11a to 802.11n.
B. The wireless network card has been disabled by the hardware switch.
C. MAC filtering is preventing the computer from connecting to the network.
D. The wireless network is not properly configured.

Answer: B

QUESTION: 253
A customer states that they are no longer able to print to their color network printer. The customer was able to print and then left on vacation. Since returning the customer is only able to print to the black and white printer. Everyone else is able to print to the color printer without a problem. Which of the following is the MOST likely cause for the customers issue?

A. The customers permissions have changed and needs to be an administrator to print color.
B. The DHCP service needs to be restarted on the client computer.
C. The printer address has changed and the customer needs to remap their printer.
D. The print spooler service needs to be restarted on the client computer.

Answer: C

QUESTION: 254

When installing a new CPU for a customer, the customer asks what the tube of paste that came with the CPU is used for. Which of the following is the correct explanation of the paste?

A. It prevents theft by covering the values written on the CPU.
B. It prevents voltage from shorting out the CPU.
C. It keeps the new CPU from falling out of the socket.
D. It assists in keeping the CPU cool.

Answer: D

QUESTION: 255
Which of the following devices should be added to a network to support full-duplex communications?

A. Firewall
B. Switch
C. Ethernet hub
D. Modem

Answer: B

QUESTION: 256
Which of the following is a private IP address and will not be routable on the Internet?

A. 206.1.9.3
B. 192.168.1.16
C. 176.15.1.7
D. 8.1.1.23

Answer: B

QUESTION: 257
A technician wants to configure a tape backup to run every evening that will only archive files that have changed since the last tape was run. The backup should clear the archive bit for each file. Which of the following backup type should be selected?

A. Incremental
B. Copy
C. Full
D. Daily

Answer: A

QUESTION: 258
When working on an older machine a technician notices that when the resolution is increased the number of available colors drops to 16-bit from 32-bit. Which of the following is the MOST likely cause of this?

A. Limited amount of memory for the display adapter
B. Not enough free space on the hard drive
C. Graphics card jumpers need to be reconfigured
D. The monitor needs to be replaced with a newer model

Answer: A

QUESTION: 259
The term quad core implies that a CPU:

A. requires memory to be installed four units at a time.
B. has twice the cache of a dual core processor.
C. is clocked four times faster than a normal unit.
D. has four integrated processing units.

Answer: D

QUESTION: 260
A dual core CPU has:

A. has two error correcting and checking units.
B. double the number of pins.
C. two separate processing units.
D. twice the amount of cache.

Answer: C

QUESTION: 261
While a customer is describing a problem to a technician, the technician knows what the solution is. However, the customer is not done describing all their symptoms. Which of the following would be the MOST appropriate action of the technician to take?

A. The technician should ask the customer to repeat the problem several times so they can verify all of the facts.
B. Wait until the customer is finished then refer them to a website so they can find the resolution and implement any preventative techniques so the problem does not appear again.
C. Hear what the customer has to say without interrupting if it will not take an excessive amount of time.
D. Politely tell the customer that the solution is known and that no other symptoms need to be discussed.

Answer: C

QUESTION: 262
SSL technology is used to:

A. provide remote assistance to users.
B. encrypt the contents of a hard disk.
C. secure communications with websites.
D. prevent unauthorized login attempts.

Answer: C

QUESTION: 263
A technician is observing a laser jet printer that is jamming. The printer must be repaired immediately as it is in production and cannot be taken down for a long period of time. Which of the following safety precautions must the technician be aware of before repairing the printer?

A. The laser will be hot.
B. The print fuser will be hot.

C. The print spooler can catch any loose clothing.
D. The ink carriage might move.

Answer: B

QUESTION: 264
Which of the following BEST prevents electrostatic discharge when working on a laptop?

A. A wrist strap
B. Nonmetallic tools
C. A UPS
D. Unplug the laptop

Answer: A

QUESTION: 265
A user states that when using a tablet PC the mouse icon does not move to the exact location when pointing to the screen. Which of the following would BEST resolve this issue?

A. Replace the touch screen.
B. Calibrate the touch screen.
C. Replace the mouse.
D. Reinstall the mouse drivers.

Answer: B

QUESTION: 266
A customer is talking to the technician about an update that occurred a while back and has no relationship to the problem at hand. Which of the following is the BEST way to respond the customer?

A. Disregard the statement and continue to resolve the new issue.
B. Ask the user about where information on that update was released.
C. Wait until the customer completes their statement and explain how to resolve the new issue.

D. State that the update has no relationship to the new issue and continue implementing a solution.

Answer: C

QUESTION: 267
Which of the following command line tools would be BEST to use if a technician wants to see if a printer is on the network?

A. ipconfig
B. ping
C. telnet
D. msconfig

Answer: B

QUESTION: 268
A mandatory update is going to be released to the users on the network that will reboot the workstations during lunch hours. Which of the following would be the BEST way to communicate the mandatory update to the users?

A. Post notices around the building.
B. Stop the mandatory update.
C. Email the users about the update.
D. Install the update without notice.

Answer: C

QUESTION: 269
A technician is on a service call and notices that a friend is calling. Which of the following is the BEST course of action?

A. Ask the customer for permission before answering the call.
B. Ignore the call and call back afterwards.
C. Answer the call and then resume work.
D. Step outside and answer the call.

Answer: B

QUESTION: 270
When attempting to boot-up, a PC displays MISSING NTLDR. Which of the following is the FIRST procedure that a technician should carryout to correct this error?

A. Install Windows Updates.
B. Remove any incompatible hardware.
C. Clear any removable disks from all drives and start-up PC.
D. Disable plug and play in the BIOS.

Answer: C

QUESTION: 271.
Where can a technician configure multiple monitor displays in Windows Vista?

A. Control Panel>Configuring Desktop
B. Control Panel>Services
C. Display Settings>Advanced Settings
D. Display Settings>Resolution

Answer: C

QUESTION: 272
Using regedit, how can the registry backup before changes are made?

A. Export registry file
B. Backup registry file
C. Save registry file
D. Import registry file

Answer: A

QUESTION: 273
A technician needs to add 802.11g network connectivity to a laptop. Which of the following would be the BEST method?

A. Update the firmware in LAN adapter.
B. Install a wireless PCMCIA card.
C. Install a Bluetooth USB adapter.
D. Activate infrared ports in the BIOS.

Answer: B

QUESTION: 274
To record audio using a microphone attached to a computer running Windows XP, which of the following locations would provide access to adjust the input levels?

A. Start>Settings>Control Panel>Sounds and Audio Devices>Audio
B. Start>Settings>Control Panel>System>Hardware
C. Start>Settings>Control Panel>Speech
D. Start>Settings>Control Panel>Sounds and Audio Devices>Sounds

Answer: A

QUESTION: 275
Which of the following is the MOST common form of a serial port?

A. 9-pin D-shell
B. RJ-45
C. 15-pin D-shell
D. 6-pin Mini-DIN

Answer: A

QUESTION: 276
A technician needs to identify the type of memory in use by a computer. One of the memory modules has 168 pins. Which of the following is the memory type?

A. SODIMM
B. RIMM
C. DDR RAM

D. SDRAM

Answer: D

QUESTION: 277
An end user reports that anytime they try to print locally, nothing happens. Which of the following services is MOST likely causing the issue?

A. Print Spooler
B. Task Scheduler
C. Workstation
D. Network

Answer: A

QUESTION: 278
Which of the following is the NEXT phase after POST?

A. Logon phase
B. Autoexec.bat
C. Boot loader phase
D. Kernel loading phase

Answer: C

QUESTION: 279
An end user that travels between multiple offices reports that they are having trouble printing a report to a USB connected printer. Which of the following is the MOST likely cause of the problem?

A. The user does not have the correct printer driver.
B. The user does not have the correct network drivers.
C. The report is not formatted to use USB.
D. The printers USB port is not compatible.

Answer: A

QUESTION: 280
An end user reports that they hear a clicking noise that becomes more frequent when they save files. Which of the following is the MOST likely cause of the noise?

A. Power supply warming or cooling
B. Error correcting memory making data adjustments
C. Hard drive is failing
D. System fan is rubbing against the fans housing

Answer: C

QUESTION: 281
A technician is trying to determine the DNS server address being used by a Windows XP workstation. The technician runs winipcfg from the command line but receive an error that this is not a recognized command. Which of the following should the technician do?

A. Run the ipconfig /all command.
B. Install the support tools from the Windows XP CD.
C. Run the ipconfig /registerdns command.
D. Modify the path variable to include the location of winipcfg.exe.

Answer: A

QUESTION: 282
A user reports their PC beeps when it is turned on. There is no display on the monitor and the PC shuts off following the beep. Which of the following is the MOST likely problem?

A. The operating system is corrupt.
B. The CPU has dislodged from its socket.
C. The hard disk drive has failed.
D. The monitor has failed.

Answer: B

QUESTION: 283

A user reports a problem with their PC after a technician installed a second hard drive and an additional CD- ROM drive. Sometimes either or both devices fail to function, but either device will function if the other is disconnected. Which of the following should the technician do?

A. Install additional ribbon cables.
B. Upgrade the device drivers for both components.
C. Create two hardware profiles; enable one of the new devices in each profile.
D. Upgrade the power supply.

Answer: D

QUESTION: 284
Which of the following can limit specific devices from being able to connect to a small office home office (SOHO) network?

A. ISDN
B. MAC filtering
C. DNS
D. Safe Mode

Answer: B

QUESTION: 285
A technician has been asked to assist with the disposal and recycling of the old computers. Which of the following is a BEST practice to ensure that the companys data is protected?

A. Repartition the hard drive.
B. Use a low level format.
C. Use the format command.
D. Use the fdisk command.

Answer: B

QUESTION: 286

Which of the following is the default installation folder for user installed programs in 32-bit Windows XP Professional?

A. Program Files
B. Windows
C. Documents and Settings
D. Root

Answer: A

QUESTION: 287
Which of the following will give the BEST results when adding additional memory modules?

A. Installing the fastest memory available
B. Installing more memory of the same type and speed
C. Installing the newest memory available
D. Installing same memory type but at a slower rate of speed

Answer: B

QUESTION: 288
A user reports that their computer will not boot and is displaying a non-system disk error message. While troubleshooting, the technician verifies that the hard drive is being correctly recognized by the BIOS. Which of the following is the MOST likely cause of the error?

A. The hard drive jumpers are configured incorrectly.
B. The user has placed a non-bootable floppy diskette into the diskette drive.
C. The BIOS must be set to auto-detect the hard drive.
D. The hard drive has failed.

Answer: B

QUESTION: 289
Which of the following technologies allows a single processor to handle two sets of processing instructions at the same time?

A. Dual independent bus architecture
B. DDR2 RAM
C. Hyperthreading
D. MMX technology

Answer: C

QUESTION: 290
Which of the following cable types is MOST commonly used to support dial-up networking?

A. Fiber optic
B. IEEE 1394
C. Twisted-pair copper wire
D. Coaxial

Answer: C

QUESTION: 291
Which of the following cable types is MOST commonly used for a LAN within a building?

A. Fiber optic
B. IEEE 1394
C. Coaxial
D. UTP

Answer: D

QUESTION: 292
Which of the following cable types has an RJ-45 connector?

A. Twisted-pair copper wire
B. Fiber optic
C. IEEE 1394
D. Coaxial

Answer: A

QUESTION: 293
Which of the following connectors is MOST commonly used to support dial-up networking?

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

Answer: D

QUESTION: 294
Which of the following memory types is able to correct memory errors?

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

Answer: C

QUESTION: 295
Which of the following is used to add expansion capabilities and additional ports to a laptop?

A. Docking station
B. Express bus
C. ISA slot
D. Hyperthreading

Answer: A

QUESTION: 296

Which of the following protocols is used to create a personal area network (PAN)?

A. TCP/IP
B. 802.11a
C. 802.11n
D. Bluetooth

Answer: D

QUESTION: 297
Which of the following features allows a single CPU to be reported to the operating system as two CPUs?

A. Dual Inline Package (DIP)
B. L2 cache
C. Hyperthreading
D. 64-bit

Answer: C

QUESTION: 298
Which of the following locations BEST describes the correct placement of thermal compound?

A. On the outside of a heat sink
B. In the socket of a component
C. On top of a component
D. Between a component and a heat sink

Answer: D

QUESTION: 299
Which of the following should the technician expect when disabling SSID broadcast?

A. A user would need to manually type the SSID to connect.
B. The access point would now transmit on only one channel.

C. Data encryption would be less secure over wireless connections.
D. Data encryption would be more secure over wireless connections.

Answer: A

QUESTION: 300
Which of the following is the BEST reason to use an upgrade over a clean install in Windows XP?

A. Upgrade formats the drive
B. Upgrade retains user settings
C. Applications need to be reinstalled with an upgrade
D. Clean install formats the drive

Answer: B

QUESTION: 301
Which of the following must be configured to allow full viewing of all menus and dialog boxes for multiple languages in Windows XP?

A. Windows Language Wizard
B. Windows Multiple Language Keyboard Pack
C. Windows Multilingual Interface Pack
D. Windows Multi-user Interface Pack

Answer: C

QUESTION: 302
Which of the following below is a valid default subnet mask for a Class A network?

A. 255.255.0.0
B. 255.255.0.1
C. 255.0.0.0
D. 255.255.255.0

Answer: C

QUESTION: 303
A user reports that their USB device has stopped working. Which of the following troubleshooting techniques should be used NEXT to help the technician establish a theory of probable cause for the users new computer problem?

A. Determine if changes have been made that could have caused the problem.
B. Determine how long before the user is due for an upgraded system.
C. Determine how long the user has had the problem.
D. Determine if any other users are affected by the problem.

Answer: A

QUESTION: 304
Which of the following should the technician use to display .mp3 at the end of mpeg layer 3 file names in Windows XP?

A. Windows Explorer>Tools>Folder Options>View tab>Uncheck Hide extensions for known file types
B. Windows Explorer>Tools>Folder Options>View tab>Uncheck Hide protected operating system files
C. Windows Explorer>Tools>Folder Options>View tab>Select Show hidden files and folders
D. Windows Explorer>Tools>Folder Options>View tab>Check Hide protected operating system files

Answer: A

QUESTION: 305
In Windows Vista Ultimate, a user has the ability to customize translucent windows called:

A. seeing windows.
B. three-dimensional viewer.
C. aero glass.
D. floating bars.

Answer: C

QUESTION: 306.
In which of the following does the level 1 (L1) cache reside?

A. BIOS
B. RAM
C. RAID
D. CPU

Answer: D

QUESTION: 307
Which of the following are reasons a user will utilize an external display with a laptop?
(Select TWO).

A. Higher response time
B. Limited display size
C. Support different resolutions
D. To support active desktop
E. Limited bandwidth

Answer: B, C

QUESTION: 308
A technician is asked to setup a scheduled daily backup of a specific computer using the
built-in backup utility in Windows XP. The user has asked that a full backup be run every
day. Which of the following types of backup should the technician select?

A. Incremental
B. Daily
C. Differential
D. Normal
Answer: D

QUESTION: 309

A user in a SOHO is having problems with a software application. The technician has validated the problem and suspects that the application needs to be reinstalled. Which of the following is the NEXT step that the technician should take?

A. Establish a theory of probable cause.
B. Establish a plan of action to resolve the problem.
C. Perform a backup before making any changes.
D. Document all issues, findings and solutions.

Answer: C

QUESTION: 310
A technician has been troubleshooting a users problem with their CD-ROM drive and has tested and found that the drive is defective. Which of the following should the technician do NEXT?

A. Call their manager and report the status of the issue.
B. Question the user and make sure that they have not made any changes to their system recently.
C. Run a backup of the system.
D. Develop a plan to get the drive replaced.

Answer: D

QUESTION: 311
A technician has just replaced a users defective CD-ROM drive and tested that everything is working properly. Which of the following should the technician do NEXT?

A. Run a full system backup.
B. Document their findings and the actions taken.
C. Further troubleshoot the defective drive to determine if the problem is covered by the warranty.
D. Call their manager and report the status of the issue.

Answer: B

QUESTION: 312

A home user reports they have purchased a new video game for their PC but have trouble running it. A technician arrives and ensures that the users hardware and video card meet the minimum requirements of the game. The technician wants to check the DirectX version installed on the PC to ensure that it is the most current. Which of the following utilities should the technician run?

A. regedit
B. ipconfig
C. msconfig
D. dxdiag

Answer: D

QUESTION: 313
Which of the following is the default page file size for Windows XP?

A. The size equal to the physical memory
B. 4095MB
C. 1.5 times the physical memory
D. 2MB

Answer: C

QUESTION: 314
Which of the following boot process files communicates hardware changes to the Windows XP operating system?

A. Smss.exe
B. Ntldr
C. Ntbootdd.sys
D. Hal.dll

Answer: D

QUESTION: 315
A technician is informing a customer about the finding of any specific computer problem. Which of the following is the BEST approach to tell the customer what is going on?

A. Use non-technical terms.
B. Use email so that everything is in writing.
C. Use technical jargon.
D. Use the proper acronyms.

Answer: A

QESTION: 316
A technician goes to a client site where there are some language barrier issues. Which of the following is the BEST method to overcome the issues at hand?

A. Get a language to language conversion dictionary to help understand what is being said. B. Ask to get an interpreter to assist in the language barrier.
C. Restate the issues to the customer for validation.
D. Inform the client the service must be rescheduled with a different technician.

Answer: C

QUESTION: 317
A technician is late getting to a service call first thing in the morning. Which of the following is the BEST course of action to take care of the appointments during that day?

A. Skip the first appointment, continue on with the rest of the day as scheduled and then try to fit in the skipped customer at the end of the day.
B. Call the customers scheduled that day and reschedule all the appointments to different days.
C. Contact the customers and inform them of the change in schedule and give an appropriate time frame to make the service calls.
D. Go to the first scheduled appointment late, explain the reasoning to the client, and make the repairs as quick as possible to try to catch up on the schedule.

Answer: C

QUESTION: 318

A technician is working on a computer with periodic shutdown problems. It has been in service for four years and is located in a copier room. Which of the following is MOST likely causing the shutdown issues?

A. Power supply to the room is not great enough for both the copy machine and the computer.
B. Power supply on the computer is going bad.
C. Improper ventilation from dust buildup inside the computer.
D. Electromagnetic interference due to the copy machine in the room.

Answer: C

QUESTION: 319
Which of the following input/output protocols is commonly associated with the DB-9 port?

A. RS-422
B. RS-232
C. IEEE 1284
D. IEEE 1394

Answer: B

QUESTION: 320
Which of the following will be true of the battery with 9 cells instead of 6 cells?

A. Higher electricity measured in volts.
B. Greater duration of power availability.
C. More devices can be powered at one time.
D. More horsepower will be provided.

Answer: B

QUESTION: 321
How many pins does a VGA Connector have?

A. 9
B. 15
C. 25
D. 40

Answer: B

QUESTION: 322
Which of the following are the BEST options to secure a Wi-Fi network? (Select THREE).

A. Use WPA encryption.
B. Enable Volume Shadow Copy.
C. Enable DHCP.
D. Use a MAC filtering.
E. Use a TPM Chip.
F. Disable WEP.
G. Disable SSID broadcast.

Answer: A, D, G

QUESTION: 323
A technician must come up with a solution to control multiple computers with a single monitor. Which of the following is the BEST solution?

A. Add an infrared connection to all computers.
B. Add a USB hub to each computer.
C. Add a KVM switch to the technicians computer.
D. Add a Bluetooth connection to all computers.

Answer: C

QUESTION: 324
A technician is asked to add a PCMCIA bus card to a laptop that will allow the laptop high-speed wireless capability. Which of the following provides the BEST solution?

A. 16-bit card
B. 32-bit card

C. 128-bit card
D. 256-bit card

Answer: B

QUESTION: 325
Which of the following speeds are the USB 2.0 data rates?

A. 1.5Mbps, 12Mbps, 480Mbps
B. 2.5Mbps, 20Mbps, 450Mbps
C. 1.0Mbps, 10Mbps, 360Mbps
D. 2.0Mbps, 16Mbps, 400Mbps

Answer: A

QUESTION: 326
Which of the following is the main difference between a worm and a virus?

A. A virus does not require user interaction.
B. A worm requires user interaction.
C. A worm self-replicates.
D. A virus self-replicates.

Answer: C

QUESTION: 327
A technician scheduled two customer service appointments at the same time without realizing. Which of the following would be the BEST way to handle the situation?

A. Try to hurry at the first appointment to make it to the second appointment in a timely manner.
B. Call the second customer, apologize, and reschedule.
C. Go to the second appointment because it is listed as priority and then reschedule the first.
D. Make the first appointment and then, after completion, call the second customer and explain you are running late.

Answer: B

QUESTION: 328
A service call is taking longer than expected for a technician; this is going to make the technician late for the next service call appointment. Which of the following is the BEST resolution for the issue?

A. Rush to finish the job, and go to the next service call.
B. Call the next service call, apologize, and reschedule.
C. Leave the current service call to make the next service call.
D. Stay on the current service call and arrive late on the next service call.

Answer: B

QUESTION: 329
A customer states that the computer is making a loud noise. Which of the following should the technician do FIRST upon arrival at the customer site?

A. Run some preliminary diagnostics tests to narrow the scope of the noise and then ask the customer about any changes made to the system.
B. Ask the customer closed ended questions to help narrow the symptoms down and help the customer feel at ease with the technical jargon.
C. Ask the customer detailed questions to narrow down the problem then restate the problem back to the customer to verify.
D. Call another technician who has worked with this customer in the past and inquire about any prior issues.

Answer: C

QUESTION: 330
A technician is at a service call and notices that the language on the workstation is different that the technicians native language. The current language on the workstation is the customers native language. Which of the following options should the technician do NEXT?

A. Change the language and complete the service call.
B. Ask the customer if the technician can change the language.

C. Explain that the issue can not be resolved because the technician does not understand the language.
D. Tell the customer that the operating system is corrupted and must be reinstalled.

Answer: B

QUESTION: 331
Which of the following connectors are used on the end of a fiber cable?

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

Answer: D

QUESTION: 332
A workstation is running slow on certain applications during the day. A technician wants to display the CPU meter on the desktop at all times on a Windows Vista workstation to narrow down the time. Which of the following applications can be used?

A. Windows Defender
B. Windows Media Center
C. Windows Sidebar
D. Windows Narrator

Answer: C

QUESTION: 333
Which of the following operating systems has a default application installed to monitor the CPU meter on the desktop?

A. Windows XP Professional
B. Windows Vista Ultimate
C. Windows XP Media Center
D. Windows 2000 Professional

Answer: B

QUESTION: 334
Which of the following operating systems comes with a default application to record TV using a remote?

A. Windows Vista Home Basic
B. Windows Vista Home Premium
C. Windows Vista Business
D. Windows XP Professional

Answer: B

QUESTION: 335
A user states that the mouse is acting erratically and moving to the right top hand corner all by itself on the laptop. Which of the following is the MOST likely cause?

A. Pointing stick failure
B. Hard drive failure
C. Memory failure
D. LCD failure

Answer: A

QUESTION: 336
When talking about online security a phishing attack is referring to:

A. a coordinated attack where several machines attempt to overwhelm a remote website with excessive traffic.
B. a person who go through a corporations waste to see if they can use any of the information.
C. a worm that attacks multiple computers and memorizes each computers keystrokes.
D. targeted email that is directed at a group of users so that it appears to be from a legitimate source.

Answer: D

QUESTION: 337
Windows Vista applications that run in the sidebar are know as:

A. icons.
B. hives.
C. gadgets.
D. applets.

Answer: C

QUESTION: 338
The feature of Windows Vista that prevents applications from running in privileged mode even when an administrator is logged is which of the following?

A. Task Manager
B. Sidebar Interface
C. User Account Control
D. Aero Display Manager

Answer: C

QUESTION: 339
A user reports that Monday morning one of the ink jet printers in the office has a problem with images smearing on the page. The printer was working fine Friday. The paper tray was empty this morning so they re-filled the paper tray and checked the ink levels. Which of the following is MOST likely the issue with the smearing print?

A. Too many pages are being sent to the printer at one time.
B. Spooler service needs to be restarted.
C. Wrong type of paper is being used for this printer.
D. The printer drivers need to be rolled back to a previous version.

Answer: C

QUESTION: 340

Which of the following authentication technologies provides security to a corporate environment MOST commonly via the PCMCIA interface on a laptop?

A. Username
B. Key fob
C. Smart cards
D. Biometrics

Answer: C

QUESTION: 341
In order to install and run Windows Vista with the Aero user interface, a computer must meet which of the following hardware requirements?

A. 800MHz processor
B. 128MB graphics card
C. LCD monitor
D. 512MB RAM

Answer: B

QUESTION: 342
A user reports that no picture is appearing on the monitor. After speaking with the user and examining the symptoms, the technician believes that the computers video card has failed. Which of the following steps should the technician take NEXT?

A. Replace the video card to confirm diagnosis.
B. Verify that all other computer components are operating normally.
C. Establish an alternative diagnosis.
D. Question the user to determine what has caused the video card to fail.

Answer: A

QUESTION: 343
Which of the following can be used to help solve certain functionality issues when working with older DOS or Windows applications inside of Windows Vista?

A. The Compatibility tab within an application shortcuts Properties
B. DOSKEY
C. CONVERT.EXE
D. The Previous Versions tab within an application shortcuts Properties

Answer: A

QUESTION: 344
A user owns older software that requires 8-bit color depth in order to run properly. Without changing Windows Vistas system-wide color depth settings, which of the following will BEST fix this issue?

A. Right-click the applications shortcut and choose Properties. Enter the Compatibility tab and select Run in
256 colors.
B. Right-click the applications shortcut and choose Compatibility. Select Disable Visual Themes.
C. Right-click the applications shortcut and choose Explore. Select Run in 256 colors.
D. Right-click the applications shortcut and choose Properties. Enter the Compatibility tab and select Disable Visual Themes.

Answer: A

QUESTION: 345
A user has reported that their computer is operating very slowly and that they hear a rather loud clicking sound. Which of the following is MOST likely the issue?

A. Case fan
B. Processor
C. RAM
D. Hard drive

Answer: D

QUESTION: 346

A customer reports that every time Windows loads a message that one or more services failed to start is displayed. Which of the following should be used to troubleshoot this error?

A. Device Manager
B. Dxdiag
C. Telnet
D. Event Viewer

Answer: D

QUESTION: 347
A technician is unable to log into a users computer after installing new hardware. Which of the following Advanced Startup options would BEST resolve this issue?

A. Debugging Mode
B. Active Directory Restore Mode
C. Last Known Good Configuration
D. Disable Automatic Restart

Answer: C

QUESTION: 348
A technician is working on a computer that has a virus downloaded on it. The technician gets an Access Denied message stating the process is in use every time the technician tries to remove the virus. Which of the following Advanced Mode Options should be used to start up the computer?

A. Safe Mode
B. Last Known Good Configuration
C. Debugging Mode
D. Disable Automatic Restart

Answer: A

QUESTION: 349

After installing a program, a computer is getting stop errors. The technician has uninstalled the program, but the stop errors continue. Which of the following would get the computer back to the operational state it was before the install?

A. Debugging Mode
B. Last Known Good Configuration
C. Safe Mode
D. Systems Restore

Answer: D

QUESTION: 350
A technician wants to be able to bring the system state back to the original condition in case of any conflicts prior to making multiple software installs on a computer. Which of the following would need to be created prior to the installs?

A. Restore Point
B. Back up of the data
C. Emergency Repair Disk (ERD)
D. USB copy of startup files

Answer: A

QUESTION: 351
Which of the following is important to know when selecting a power supply?

A. Wattage and size
B. Resistance and size
C. Voltages and size
D. Amperage and size

Answer: A

QUESTION: 352
A technician is called in to repair a 2.4GHz wireless access point that drops connections. Which of the following would MOST likely cause the connection drops?

A. The access point is next to a speaker
B. Electrostatic Discharge (ESD)

C. Cordless phones
D. Incandescent lighting

Answer: C

QUESTION: 353
Which of the following IEEE 802.11 standards operates at a maximum speed of 11Mbps?

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

Answer: A

QUESTION: 354
A technician notices that a group of users are continuously searching their computers for the same files. Which of the following would BEST assist their searches?

A. Chkdsk
B. Defrag
C. Indexing
D. Scandisk

Answer: C

QUESTION: 355
Which of the following BEST describes L1 cache?

A. The largest cache that resides at the chip level.
B. The largest cache that resides outside the chip level.
C. The fastest cache that resides at the chip level.
D. The fastest cache that resides outside the chip level.

Answer: C

QUESTION: 356
A user reports that print jobs are not printing. After looking at the print queue a technician determines that a print job needs to be deleted to resolve the issue. When the technician tries to delete the job, it will not delete. Which of the following is the MOST likely reason?

A. The job must be deleted using the printers front panel.
B. The technician does not have the necessary permissions.
C. Once a job is submitted to the queue it cannot be removed.
D. The user submitted the job as a priority.

Answer: B

QUESTION: 357
A user reports that the print jobs from a color inkjet printer appear fuzzy. Which of the following options would BEST help troubleshoot the problem?

A. Power cycle the printer.
B. Send a test page to the printer.
C. Run an alignment page.
D. Replace all of the print cartridges.

Answer: C

QUESTION: 358
A user reports that the output from an inkjet printer is missing some of the finer details of the print jobs being sent to it. A technician looks at a document and observes that the text appears to be consistent in color across the entire document. Which of the following is the MOST likely cause of the missing detail?

A. Some of the inkjets are clogged in the cartridge.
B. This printer is not capable of printing such fine details select another type of printer.
C. The printer is set in draft mode in the printer properties.
D. The printer does not support the font on the document.

Answer: C

QUESTION: 359
Which of this following network types is the FASTEST?

A. Gigabit Ethernet
B. Wi-Fi
C. Infrared
D. Bluetooth

Answer: A

QUESTION: 360
Which of the following Wi-Fi network types has the HIGHEST transfer speed?

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

Answer: A

QUESTION: 361
Which of this following wireless security options is MOST secure?

A. WEP2 with shared-key authentication
B. WPA2 with shared-key authentication
C. WPA with shared-key authentication
D. WEP with shared-key authentication

Answer: B

QUESTION: 362
A technician must replace a network printer. Which of the following is the FIRST step the technician should take?

A. Notify all users before unplugging the printer.
B. Delete all print jobs before replacing the printer.
C. Save all print jobs, replace the printer and then print everything that was saved.

D. Unplug the network printer and then replace with a new printer.

Answer: A

QUESTION: 363
Which of the following utilities can change the startup programs?

A. sysedit
B. boot.ini
C. msconfig
D. msinfo32

Answer: C

QUESTION: 364
A user reports that after a stop error appeared the PC started to reboot in a continuous loop. Which of the following is MOST likely the cause of this problem?

A. The system cannot connect to the network.
B. The automatically restart feature in System Failure option is on.
C. The hard drive is faulty and needs to be replaced.
D. The system does not have enough free hard drive space.

Answer: B

QUESTION: 365
Which of the following commands will partition a hard disk on a Windows XP computer?

A. convert
B. fdisk
C. chkdsk
D. format

Answer: B

QUESTION: 366
A technician has been asked to install and configure a hard drive on an older system that does not support autodetect. After installing the hard drive which of the following must the technician do NEXT?

A. Enter hard drive information manually into the Boot.ini file.
B. Enter hard drive information manually into the Autoexec.bat.
C. Enter hard drive information manually into the Ntldr file.
D. Enter hard drive information manually into the BIOS.

Answer: D

QUESTION: 367
A technician has been called to correct a problem with erratic performance of an external scanner and internal modem. The technician suspects an IRQ conflict. In which of the following can the technician go to review the IRQ settings?

A. Start>Run>Regedit
B. Device Manager>Computer Properties
C. My Computer>Hardware>Settings
D. Control Panel>Hardware Devices>Settings

Answer: B

QUESTION: 368
How would a technician configure a computer to enable Hibernation?

A. Control Panel>Power Options>Hibernate tab
B. Device Manager>Power Options>Check-off the Hibernate box
C. BIOS>Power Menu>S11>Hibernate
D. Control Panel>Hardware>Systems>Power Management>Settings

Answer: A

QUESTION: 369

A technician has just installed Windows 2000 on a computers clean hard drive. On start up the computer does not seem to boot or display a command prompt and the technician notices a series of beeps. Which of the following is the MOST likely problem?

A. Hard drive is faulty.
B. BIOS is reporting a memory error.
C. APM is off.
D. CMOS battery is dead.

Answer: B

QUESTION: 370
A customer reports that a printer is printing blank pages. Which of the following is the solution?

A. The fuser unit is defective.
B. The pick-up roller is defective.
C. The toner cartridge is defective.
D. The feed roller is defective.

Answer: C

QUESTION: 371
A technician has replaced a bad power supply in a workstation. The workstation does not power up properly. Which of the following is the MOST likely cause?

A. Power supply wattage is too low.
B. Power supplys fan is defective.
C. Power supply is the wrong form factor.
D. Power supply wattage is too high.

Answer: A

QUESTION: 372
A technician has replaced a bad power supply in a workstation and now the workstation will not power up when all of the drives are connected. The workstation will power up if only a single drive is connected. Which of the following is the MOST likely cause?

A. Power supplys fan is defective.
B. Power supply is the wrong form factor.
C. Power supply is the wrong wattage.
D. Power supply is the wrong voltage.

Answer: C

QUESTION: 373
Which of the following versions of Windows includes Windows Media Center functions?

A. Windows Vista Home Basic
B. Windows XP Professional
C. Window Vista Home Premium
D. Windows Vista Business

Answer: C

QUESTION: 374
Which of the following technologies corrects errors in memory devices?

A. UPS
B. ECC
C. SLI
D. DDR

Answer: B

QUESTION: 375
Which of the following technologies is used in memory devices to allow it to operate at twice the normal clock rate?

A. SLI
B. DDR
C. DLT
D. ECC

Answer: B

QUESTION: 376
Which of the following is a benefit of having parity on a memory device?

A. Lower cost
B. Error detection
C. Better cooling
D. Faster response time

Answer: B

QUESTION: 377
Which of the following technologies allows a user to connect multiple devices to a single port, but requires the last device to use a terminator?

A. Parallel
B. IEEE 1394
C. USB 2.0
D. SCSI

Answer: D

QUESTION: 378
Which of the following protocols can create a secure network connection across the Internet?

A. VPN
B. SNMP
C. FTP
D. SMTP

Answer: A

QUESTION: 379
Which of the following technologies allows access to a wireless access point only to those devices that have been registered using a manufacturers unique ID number?

A. WEP keys
B. SSID broadcasts
C. MAC filtering
D. WPA keys

Answer: C

QUESTION: 380
Two wireless access points are located near each other, which of the following settings should be changed to prevent interference between the two devices?

A. WEP key
B. Channel number
C. SSID broadcast ID
D. IP address range

Answer: B

QUESTION: 381
Which of the following is a type of malware that tracks a users habits and displays targeted advertising or messages?

A. Adware
B. Ad-hoc
C. Worms
D. Phishing

Answer: A

QUESTION: 382
Which of the following is a type of interference that can adversely affect wireless communications?

A. RFI
B. CRT
C. EMI
D. ESD

Answer: A

QUESTION: 383
Which of the following information can be found on a MSDS?

A. Slipping hazards or dangerous footing concerns
B. Hazardous chemicals or compounds
C. High temperature warnings and cautions
D. Network diagram to prevent damaging any cables

Answer: B

QUESTION: 384
When checking Device Manager on a laptop the technician notices an issue with a device labeled Human Interface Device. Which of the following is MOST likely having an issue?

A. Touch pad
B. Flash drive
C. IEEE 1394 port
D. LCD display

Answer: A

QUESTION: 385
Which of the following should be done FIRST if a printer fails to print very large documents but prints smaller documents without issue?

A. Replace communications cable.
B. Check to the correct type of paper is being used.

C. Add additional memory to the printer.
D. Change the toner cartridges.

Answer: C

QUESTION: 386
Which of the following is a primary safety factor when using a soldering iron?

A. RF or wireless interference
B. Voltage or shocks
C. Static or ESD damage
D. Heat or burns

Answer: D

QUESTION: 387
Which of the following is MOST susceptible to ESD and should be handled with caution
to prevent damage?

A. LCD monitor
B. CRT monitor
C. NIC
D. Memory chip

Answer: D

QUESTION: 388
Which of the following is surrounded by a metallic shield that prevents EMI?

A. STP
B. UTP
C. RJ-11
D. Fiber Optic

Answer: A

QUESTION: 389
A technician has connected a cable to an RJ-45 connector on the back of a computer. Which of the following devices is MOST likely connected to the other end of the cable?

A. Switch
B. Fax machine
C. Scanner
D. Dial-up modem

Answer: A

QUESTION: 390
After upgrading to Vista a user notices a clock, calendar, and several other items on their display. If they want to add more gadgets, which of the following features should they research?

A. BitLocker
B. Defender
C. Sidebar
D. User Account Control (UAC)

Answer: C

QUESTION: 391
A technician installs a new DVD drive into a users computer. The drive can be used to read data disks but Windows Media Player cannot play back DVD movies from the new drive. Which of the following is MOST likely the issue?

A. The system does not have enough RAM installed.
B. The drives device driver needs to be updated.
C. The sound card is not connected properly.
D. Decoder software needs to be loaded.

Answer: D

QUESTION: 392

Which of the following is BEST used to cool down the CPU?

A. Case fan
B. Heat sink
C. Power supply
D. Decreased RAM

Answer: B

QUESTION: 393
A technician arrives at a customers location and identifies a problem. Which of the following troubleshooting steps is NEXT?

A. Establish a theory of probable cause.
B. Establish a plan of action to resolve the problem.
C. Ask the customer what the issue is.
D. Document findings, actions, and outcomes.

Answer: A

QUESTION: 394
The technician has already narrowed down the problem and developed a plan. Which of the following troubleshooting steps is NEXT?

A. Establish a theory of probable cause.
B. Document findings, actions, and outcomes.
C. Verify full system functionality.
D. Test the theory to determine cause.

Answer: C

QUESTION: 395
A technician arrives at a customers location in response to a call. Which of the following troubleshooting steps should the technician perform FIRST?

A. Ask the customer questions to identify the problem.

B. Establish a plan of action to resolve the problem and implement a solution.
C. Document findings, actions, and outcomes.
D. Verify full functionality and implement preventative measures.

Answer: A

QUESTION: 396
A customer has returned to the office after lunch and their laptop has become unresponsive to all key strokes, mouse movement and the power light is blinking. Which of the following is causing this to happen?

A. The BIOS need to be updated.
B. The power supply has a loose connection.
C. The keyboard is faulty.
D. The system is in hibernation mode.

Answer: D

QUESTION: 397
Which of the following are the main differences between a heatsink and a fan in a computer?

A. Fans provide active cooling; heatsinks provide passive cooling.
B. Fans are applied with thermal compound; heatsinks are not.
C. Fans provide passive cooling; heatsinks provide active cooling.
D. Fans must be directly applied to the cooled component; heatsinks do not.

Answer: A

QUESTION: 398
A technician is not able to delete a user's profile on a Windows Vista workstation. Which of the following is MOST likely the cause for this problem?

A. The technician needs local administrative rights.
B. The technician needs domain administrator rights.
C. The operating system is corrupt.
D. The technician needs to map the drive.

Answer: A

QUESTION: 399
A user purchased a TCP/IP laser printer. Which of the following is the FIRST step to take
to install the printer in their network?

A. Configure NetBEUI settings.
B. Download the latest drivers from the manufacturer.
C. Print out a test page.
D. Configure the IP settings.

Answer: D

QUESTION: 400
On a Windows computer, which of the following shortcuts can lock the computer without
logging off the user? (Select TWO).

A. Ctrl + alt + delete then lock computer
B. Windows key + L C. Ctrl + alt + L
D. Windows key + alt + delete
E. Windows key + Alt + M

Answer: A, B

QUESTION: 401
When installing the Windows XP operating system using RIS, which of the following
must be available in the computer?

A. A hard drive with more than 4MB of free space
B. A CD-ROM drive
C. A video card with at least 16MB of VRAM
D. A network card with PXE/DHCP remote boot

Answer: D

QUESTION: 402
A user reports that they have connected an external monitor to their laptop but the monitor is not displaying anything. Which of the following is the MOST likely cause?

A. The laptop BIOS was not updated to support external video.
B. The video cable connecting the monitor is loose.
C. The function key was not pressed to toggle the video output.
D. The monitor and laptop video cards are incompatible.

Answer: C

QUESTION: 403
A user reports that during a business trip to Europe, the AC adapter for their older laptop quit working. Which of the following is the MOST likely explanation?

A. The AC adapter was inserted in the incorrect port.
B. The adapter was rated at 50-60 Hertz.
C. The adapter was rated for 220-240 Volts.
D. The adapter was rated for 110-120 Volts.

Answer: D

QUESTION: 404
A user reports that when they attach an external monitor to their laptop, instead of seeing their desktop they only see their background graphic. Which of the following will correct this problem?

A. Adjust the refresh rate of the display to 72 Hertz.
B. Toggle the function key for the video display.
C. Uncheck Extend my Windows Desktop in the Display Properties.
D. Change the display resolution to a lower setting.

Answer: C

QUESTION: 405

A user reports that when they are typing, their pointer will randomly move about the screen or highlight words. Which of the following is the MOST likely cause of the problem?

A. The sensitivity of the touch pad is too high.
B. The laptop is near a source of EMF interference.
C. A Remote Desktop session has been established on laptop.
D. The mouse pointer software is corrupt.

Answer: A

QUESTION: 406
Which of the following encryption methods is used for files and folders in Windows XP Pro?

A. IPSec
B. EFS
C. PGP
D. CHAP II

Answer: B

QUESTION: 407
When disposing of old hard drives, which of the following MOST reliably prevents all data from being stolen?

A. Store the drive next to a magnet for one hour.
B. Physically destroy the disk platters.
C. Format the drive.
D. Remove the control circuit board from the drive.

Answer: B

QUESTION: 408
Which of the following will improve the functionality of the OS immediately following a new installation?

A. Run a full anti-virus scan.
B. Perform a disk defragmentation.
C. Install network monitoring software and perform a trace.
D. Install system patches.

Answer: D

QUESTION: 409
Which of the following should be performed FIRST before accessing the Internet?

A. Encrypt all local data files.
B. Configure biometric authentication.
C. Install anti-virus software.
D. Setup user profiles.

Answer: C

QUESTION: 410
A technician has received a new PC directly from the manufacturer. After completing the initial configuration, they notice the system takes a long time to display the desktop. Which of the following steps would shorten the startup time?

A. Run the defrag command on the system.
B. Run the chkdsk /f command on the system.
C. Decrease the size of the paging file.
D. Remove unneeded startup applications.

Answer: D

QUESTION: 411
A customer has purchased a laptop with a docking station. The customer reports they cannot power on their laptop while the laptop is in the docking station even though the docking station power light is on. The customer can power up the laptop when using the power cord without the docking station. Which of the following is MOST likely causing this?

A. The laptop battery is defective and needs to be replaced.

B. The customer is using the laptop power button instead of the docking station power button.
C. The laptop power cord is being used instead of the docking station power cord.
D. The laptop has an electrical short in the power supply.

Answer: C

QUESTION: 412
A customer calls a technician to request assistance in installing a new accounting application. They have had problems installing this application in the past. Which of the following steps should the technician take prior to installing the application? (Select TWO).

A. Create a restore point.
B. Read the application release notes.
C. Launch the File and Transfer Wizard.
D. Boot the computer in Safe Mode.
E. Defragment the hard drive.

Answer: A, B

QUESTION: 413
A technician is troubleshooting a computer error. After initial troubleshooting, they called the OEM and identify the problem. Which of the following should the technician do FIRST after the problem is resolved?

A. Call the department management to document the issue.
B. Document the issue and the applied solution.
C. Describe the issue at the next staff meeting.
D. Post the solution on an online tech forum.

Answer: B

QUESTION: 414
The IP address: 192.168.0.10 is an example of which of the following address classes?

A. Class A

B. Class B
C. Class C
D. Class D

Answer: C

QUESTION: 415
Which of the following is true of L1 cache?

A. It runs faster than the processor speed.
B. It runs at processor speed.
C. It runs slower than the processor speed.
D. It runs at half the processor speed.

Answer: B

QUESTION: 416
Which of the following is a function of a NIC?

A. Assigns IP address to the workstation
B. Monitors sessions between two hosts
C. Provides a logical connection between a workstation and the network infrastructure
D. Provides a physical connection between a workstation and the network infrastructure

Answer: D

QUESTION: 417
Which of the following protocols are routable? (Select TWO).

A. SPX
B. NetBIOS
C. TCP
D. DLC E. IP

Answer: C, E

QUESTION: 418
Which of the following is true of a hub versus a switch?

A. Hubs are limited to a bandwidth of 4Mbps.
B. A hub broadcasts all traffic to all ports.
C. Hubs only support TCP/IP protocols.
D. A hub directs traffic between locally attached computers.

Answer: B

QUESTION: 419
A technician needs to provide a customer with a new computer running Windows Vista. The customer has required all personal information be migrated to the new computer including favorites, cached website credentials and desktop preferences. Which of the following can the technician do to ensure all settings are moved to the new computer?

A. Use the USMT to export the data from the old system, and import it to the new system.
B. From Windows Explorer, copy the users profile from the old system to the new system.
C. Use regedit to export the user data to the new system.
D. In the advanced settings of system properties go to the user profile settings and copy the customers profile to the new system.

Answer: A

QUESTION: 420
A technician has determined that a CRT monitor is not working correctly and that it will be replaced. Which of the following should they do NEXT?

A. Disassemble the monitor to prepare disposal of parts independently.
B. Dispose of the monitor according to applicable environmental regulations.
C. Dispose of the monitor in the trash.
D. Discharge the CRT prior to disposal.

Answer: B

QUESTION: 421

A user has an issue with phantom cursor movements on their laptop where the pointer suddenly jumps across the screen when using the built-in touchpad. Which of the following is the BEST option to solve this issue?

A. Update the drivers for the touchpad.
B. Format the hard drive and reinstall the OS.
C. Update the drivers for the video card.
D. Lower the pointer speed in the Mouse Control Panel applet.

Answer: A

QUESTION: 422
A user is unable to connect to the network via Ethernet while using their laptop on battery power. If they connect the AC adapter, they can connect to the network. Which of the following is the MOST likely cause?

A. The laptops NIC needs updated drivers.
B. The laptop is not receiving enough power from the battery so a second battery should be installed.
C. The power management settings on their laptop are set to disable the internal NIC.
D. The laptop is not receiving enough power from the battery so the battery should be replaced.

Answer: C

QUESTION: 423
A technician is asked by someone from the HR department to burn some data to a DVD since they have the only available DVD burner. The technician copies the files to a portable hard drive and then goes back to their office to burn the disc. While preparing the files for the disc burning, the technician notices files that pertain to other employees. Which of the following should the technician do?

A. Delete the files off the portable drive once they are finished burning the disc.
B. Call the person that wants the disc burned and ask them if they can look at the files.
C. Provide copies of the files to the people named on them.
D. Keep the files on the portable drive and then look at them later for confidential material.

Answer: A

QUESTION: 424
A technician is visiting a users desk to work on a computer issue. The user is quite messy and has a lot of paper strewn about. The technician needs to work on the issue but is distracted by the users mess. Which of the following should the technician do?

A. Organize the users papers into file folders.
B. Ask the user if they mind if the technician removes the computer from the desk to fix the issue.
C. Report the issue to the users manager and return the next day to work on the issue.
D. Tell the user that they will return later in the day once they have cleaned their desk.

Answer: B

QUESTION: 425
A user calls the helpdesk and asks to have their password reset; however, they cannot identify their username. Which of the following actions should be taken?

A. Create a new account for the user, providing standard permissions.
B. Follow the companys established guidelines to reset passwords.
C. Schedule a later time to call them back once they remember their username.
D. Reset the password for them and inform them of their username.

Answer: B

QUESTION: 426
Which of the following describes the BEST way to carry a CRT monitor?

A. Carry it with the protrusion on the back facing your body.
B. Carry it by using both the power and video cords for stability.
C. Carry it with the screen closest to your body.
D. Carry it by holding it upside down by the base.

Answer: C

QUESTION: 427
Which of the following would be the MOST effective communication method to process a users call?

A. Receive, understand, put on hold and forward.
B. Receive, interpret, evaluate and respond.
C. Receive, give first impression, and forward.
D. Receive, put on hold, ask for help and respond.

Answer: B

QUESTION: 428
An upset caller reports that their laptop freezes constantly. Which of the following would be the MOST effective way to respond to this call?

A. Respond by asking the caller to slow down and repeat the concern twice.
B. Listen to callers concern without interrupting and being judgmental.
C. Ask the caller to call back when they are in a better mood.
D. Respond by informing caller to slow down and change their attitude.

Answer: B

QUESTION: 429
A customer reports that when the computer starts up, it sounds like an airplane taking off. After questioning the user about any recent changes they might have made the technician realizes that this could be a symptom of multiple issues. Which of the following should be the FIRST course of action?

A. Check the BIOS for temperature changes.
B. Verify that the user has not made any OS changes.
C. Attempt to replicate and verify the issue.
D. Open the case and determine the cause of the noise.

Answer: C

QUESTION: 430

A user reports that their computer has a bluescreen. Upon arrival the technician realizes the error message being displayed is unfamiliar and cannot be located on any known websites. Which of the following is the BEST course of action?

A. Email the manufacturer with the details of the issue.
B. Update the OS with the most recent patches.
C. Research online forums for assistance.
D. Write down error code and ask for assistance.

Answer: D

QUESTION: 431
Most new motherboards accept which of the following voltages?

A. 6 volts
B. 12 volts
C. 24 volts
D. 32 volts

Answer: B

QUESTION: 432
A technician is on the phone with a customer. The technician receives another incoming call from the technician's friend. Which of the following is the BEST course of action?

A. Forward the customer to another technician.
B. Avoid the incoming call and call back later.
C. Ask the customer's permission to put them on hold.
D. Put the customer on hold just for a few minutes.

Answer: B

QUESTION: 433
A technician is responding to a customers call. At the same time, a co-worker asks the technician for assistance. Which of the following is the BEST course of action?

A. Forward the customer to another technician in order to listen to the co-worker.
B. Ask the customer's permission to put them on hold and politely ask the co-worker to wait.
C. Ask the customer's permission to put them on hold and tell the co-worker a temporary solution to their issue.
D. Put the customer on hold just for a few minutes and assist the co-worker.

Answer: B

QUESTION: 434
A user emails to report that their computer is experiencing a bluescreen error. Which of the following troubleshooting steps should the technician perform FIRST?

A. Use Windows Recovery Console to perform a repair installation of Windows.
B. Contact the user to determine if any recent changes have been made to the computer.
C. Replace RAM modules and verify that all other system components are operating properly.
D. Replace the motherboard and perform a system restore.

Answer: B

QUESTION: 435
A technician has been dispatched to investigate a report that a clients workstation can no longer access the network. After speaking with the user, the technician believes that firewall settings may be the cause; however, disabling the firewall did not help the issue. Which of the following troubleshooting steps should the technician take NEXT?

A. Document that disabling the firewall did not solve the issue and call another technician for assistance.
B. Replace the workstations NIC.
C. Reinstall the firewall software.
D. Formulate another theory as to what might be causing the problem.

Answer: D

QUESTION: 436
A technician is dispatched to investigate claims that a user is accessing inappropriate content at work. The technician speaks with the user, who reports that inappropriate

content began showing up on its own and that they have recently been experiencing a problem with pop-up windows. Which of the following should the technician do NEXT?

A. Install anti-spyware and run an initial scan.
B. Perform a virus scan and evaluate the results.
C. Report the users story to management and wait for further instructions.
D. Establish a theory as to what caused the changes to the computer.

Answer: D

QUESTION: 437
A user reports that their computer has been rebooting unexpectedly several times per day ever since a construction project began across the street. Which of the following can the technician recommend?

A. Use an uninterruptible power supply (UPS).
B. Plug the computer into a different power outlet.
C. Use a signal attenuator.
D. Use a surge protector.

Answer: A

QUESTION: 438
While troubleshooting a problem on a users computer, a technician discovers content which they believe may be illegal. Which of the following describes the BEST course of action?

A. Insist that the user immediately delete the content.
B. Report the situation to the appropriate authorities.
C. Delete all the illegal content from the user's computer.
D. Ignore the content and complete the repair.

Answer: B

QUESTION: 439
A technician notices co-workers copying files onto their personal storage media, from computers which are in for repair. Which of the following is the BEST course of action?

A. Ignore the situation so as to avoid workplace conflict.
B. Notify the customer about their stolen data.
C. Confiscate the co-workers personal storage media.
D. Report the situation to appropriate authorities.

Answer: D

QUESTION: 440
An IT service provider receives laptops from many different customers. When is it appropriate to make copies of a customers confidential data?

A. It is never appropriate to copy a customers data.
B. It is not appropriate unless the content is public knowledge.
C. For backup purposes and with the customers permission.
D. For backup purposes and if the technician deems it necessary.

Answer: C

QUESTION: 441
Which of the following RAM types requires that all available memory slots be filled, resulting in the need for continuity chips in otherwise unused slots?

A. DDR3
B. RDRAM
C. DRAM
D. SRAM

Answer: B

QUESTION: 442
Which of the following can cause a printer to output nonsensical, random characters?

A. A corrupt software driver
B. Excessive humidity
C. A low toner cartridge

D. An invalid IP address

Answer: A

QUESTION: 443
All of the following operating systems will allow users to connect to a domain EXCEPT:

A. Windows 2000.
B. Windows Vista Ultimate.
C. Windows XP Professional.
D. Windows XP Home Edition.

Answer: D

QUESTION: 444
If using Windows Media Center, which of the following hardware components needs to be installed?

A. KVM switch
B. TV tuner card
C. Docking station
D. Video capture card

Answer: B

QUESTION: 445
Which of the following protocols is used to encrypt data on a wireless network?

A. WEP
B. HTTPS
C. WAP
D. HTTP

Answer: A

QUESTION: 446
Which of the following protocols makes a wireless network secure?

A. SFTP
B. WAP
C. WPA
D. HTTPS

Answer: C

QUESTION: 447
The users operating system is not keeping the correct time after a system powers down. Which of the following components should the technician replace?

A. L2 cache
B. CMOS battery
C. Processor
D. System clock

Answer: B

QUESTION: 448
Which of the following is the maximum partition size of the FAT32 file system?

A. 16GB
B. 32GB
C. 1024GB
D. 2048MB

Answer: B

QUESTION: 449
A users laptop has a built-in wireless NIC and cannot see the network. Which of the following is the FIRST course of action to take on the laptop?

A. Check the software for a complete install.
B. Check the wireless card to be sure it is seated correctly.

C. Check the wireless card for antenna connections.
D. Check to see if wireless is turned on.

Answer: D

QUESTION: 450
Which of the following is information found in the Device Manager? (Select THREE).

A. Devices by type
B. RAM capacity
C. Hidden devices
D. I/O address ranges
E. Mapped network drives
F. Explanation of error codes

Answer: A, C, D

QUESTION: 451
Which of the following cooling methods forces air over the components by using a fan?

A. Heatsink
B. Passive
C. Liquid
D. Active

Answer: D

QUESTION: 452
By default, which of the following ports is used for Remote Desktop (RDP)?

A. 80
B. 110
C. 2335
D. 3389

Answer: D

QUESTION: 453
Which of the following port numbers, by default, is used for Telnet?

A. 23
B. 25
C. 80
D. 8080

Answer: A

QUESTION: 454
Which of the following adapter cards is used for displaying over the air video broadcasts?

A. Multimedia
B. TV tuner
C. Capture
D. Graphics accelerator

Answer: B

QUESTION: 455
Which of the following cards allows communications from the Internet to the computer by using Ethernet cable?

A. NIC
B. Wireless card
C. SATA
D. Bluetooth

Answer: A

QUESTION: 456
Which of the following boot options allows the technician to boot the PC in a non-GUI environment?

A. Safe Mode with Command Prompt
B. Enable Boot Logging
C. Last Know Good Configuration
D. Safe Mode with Networking

Answer: A

QUESTION: 457
Which of the following network types provides a secure connection to a private network over the Internet?

A. WAN
B. HTTP
C. VPN
D. TELNET

Answer: C

QUESTION: 458
A technician receives a call from a client requesting that a faster CPU be installed into their PC. The technician has determined this can be done, but the motherboard needs an update. Which of the following must the technician update?

A. Operating system
B. Memory
C. Firmware
D. Chipset

Answer: C

QUESTION: 459
A customer has two computers with NICs installed. The customer has called a technician to propose the minimum cost of networking these computers for file and printer sharing. Which of the following would be the BEST recommendation to the customer?

A. Bridge
B. Router

C. Crossover cable
D. Switch

Answer: C

QUESTION: 460
Which of the following should a technician do in order to remove a USB storage device in Windows 2000?

A. Use the Safely Remove Hardware icon in the System Tray.
B. Turn off the power to the USB device first then the computer.
C. Use the Safely Remove Hardware icon in the Control Panel.
D. Unplug the device from the computer.

Answer: A

QUESTION: 461
A technician replaces a customers hard drive and the customer wants the drive thrown away. Which of the following should the technician do?

A. Charge the customer to back up the data first and ask if the customer would like the drive physically destroyed.
B. Send the drive to a data recovery company.
C. Advise the customer that they can throw it in the trash but that the technician is not responsible for any stolen data.
D. Advise the customer the data may be retrievable and ask if the customer would like the drive physically destroyed.

Answer: D

QUESTION: 462
When setting up security for a wireless home network, a technician should advise the customer to:

A. change the password frequently.
B. try and keep the same password so the customer can always remember it.
C. try not to use numbers in the password.

D. use their telephone number as the WEP key.

Answer: A

QUESTION: 463
A quick method to create a new folder on the desktop using Windows XP is to:

A. right click on the desktop, select new, and select folder.
B. create the folder on a flash drive and then click and drag the new folder to the desktop.
C. use the run command and type folder.
D. create the folder in My Documents then click and drag the new folder to the desktop.

Answer: A

QUESTION: 464
Which of the following is a benefit to hyper-threading?

A. Improved performance
B. Improved security features
C. Improved registry settings
D. Improved video game performance

Answer: A

QUESTION: 465
A user is experiencing eye strain while using an external CRT display attached to the laptop docking station. Which of the following is the FIRST item to check?

A. If the monitor has been degaussed recently
B. The monitor driver version
C. The power to the external displays docking station
D. The refresh rate for the external display

Answer: D

QUESTION: 466
A user states the computer will not start up after they changed the display settings on the desktop computer with Windows XP. Which of the following options is the FIRST step in successfully booting the computer?

A. Boot the unit in Safe Mode by pressing Ctrl/Esc.
B. Boot the unit in Safe Mode by pressing F8.
C. Boot the unit in Safe Mode by pressing F5.
D. Boot into setup/BIOS and check the Graphics options.

Answer: B

QUESTION: 467
A user reports a Non-system disk error in a computer after a brief power outage at work. Which of the following is the FIRST step the technician should take?

A. Run a check disk operation on the hard drive.
B. Boot into BIOS and check the hard drive status.
C. Have the user check external drives for media.
D. Have the user power off for five minutes then restart the system.

Answer: C

QUESTION: 468
A technician wants to reinstall Windows operating system on a notebook computer. The technician tries to boot the computer with the Windows CD in the drive; however, the computer boots off the installed operating system on the hard drive. Which of the following is the FIRST action the technician should take?

A. When Windows starts, press F8 and select Safe Boot.
B. Boot into BIOS/Setup and update the BIOS.
C. When Windows Starts, press F8 and select Last Known good configuration.
D. Boot into BIOS/Setup and change the boot sequence.

Answer: D

QUESTION: 469

A user stops a technician and asks what the HTTPS indicates in the address bar of the browser. The technician explains this is a:

A. website that does not require a password to log in.
B. popup advertisement that has been blocked.
C. website where cookies are required.
D. secure website.

Answer: D

QUESTION: 470
A customer wants to add a network printer to a home network. Which of the following is the BEST recommendation that a technician could make when configuring the printer?

A. Set the printer to DHCP.
B. Set the IP address to match the gateway address.
C. Enable print sharing from the main computer.
D. Configure the printers IP to 127.0.0.1.

Answer: A

QUESTION: 471
A technician is requested to determine why a laptop occasionally reports an over temperature warning. Which of the following is the BEST course of action to take?

A. Remove the battery and run the laptop on the external power supply.
B. Ask the customer how the laptop is being used when it reports the error.
C. Check the System Event log for over temperature entries.
D. Run the computer until the error occurs then find where the source of the heat is.

Answer: B

QUESTION: 472
A technician is called back to a customers desk due to a reoccurring loss of the monitor display. The report from the previous technician indicates the monitor was replaced with a new monitor of the same model. Which of the following would be the NEXT troubleshooting step?

A. Check to see if the monitor and computer are powered by a UPS.
B. Update or reinstall the display driver.
C. Ask the customer what is occurring when the display is lost.
D. Unplug and then re-connect all cabling to the components.

Answer: C

QUESTION: 473
A technician arrives at the desk to find the monitor has power but no display and the power light on the computer blinks five times, pauses and then repeats. Which of the following is the BEST course of action to determine the cause?

A. Replace the video card because there is no display.
B. Consult the maintenance manual for the error code.
C. Remove the power and check the position of the jumpers on the motherboard.
D. Check the quick setup guide for BIOS settings.

Answer: B

QUESTION: 474
A customer reports the printer has an error message showing on the display and the printer is not printing any of the jobs in the queue. The technician arrives and finds the printer is online but there are not any lights on the network card. The NEXT step to evaluate the problem is to:

A. check the printer for paper jams in the path.
B. replace the network card in the printer.
C. cycle the power on the printer and observe the boot process.
D. power off the printer, have the customer clear the print queue and reboot.

Answer: C

QUESTION: 475
Multiple users report that the network color printer is not printing in color, but only in monochrome. The technician knows the print server had maintenance done over the weekend that included driver updates. The NEXT action would be to:

A. flash the firmware on the printer to match the new driver.
B. check the printer properties on the server.
C. power cycle the printer to update the driver.
D. have each user remove and re-install the printer to update the driver.

Answer: B

QUESTION: 476
Which of the following power saving modes in Windows XP uses hard disk space to store active memory?

A. Standby
B. Hibernation
C. Sleep
D. Shutdown

Answer: B

QUESTION: 477
A client asks a technician to configure their laptops fingerprint scanner for use. Which of the following security technologies is this considered?

A. Password authentication
B. Smart card authentication
C. WPA encryption
D. Biometric authentication

Answer: D

QUESTION: 478
Which of the following wireless networking encryption technologies is MOST recommended for its level of high security and reliability?

A. WPA2
B. WEP
C. WPA

D. WPA-AES

Answer: A

QUESTION: 479
A Windows XP computer consistently shows no printers installed under the Printers & Faxes area and an error referring to a service failure displays on each restart. Which of the following Windows services is not starting during boot?

A. Computer Browser
B. Add Hardware Wizard
C. Print Spooler
D. IPSec Services

Answer: C

QUESTION: 480
A user calls to report a completely blank screen on their PC. The technician on call determines that the PC is powered on and is not in standby mode. Which of the following steps should the technician recommend the user take in order to resolve the problem?

A. Check the video cable from the monitor to the PC; reseat the video card; try turning the monitor on/off.
B. Reseat the video card; try turning the monitor on/off; check the power cable on the monitor.
C. Turn the monitor on/off; check the power cable on the monitor; check the video cable from the monitor to the PC.
D. Turn the monitor on/off; reseat the video card in the PC; check the video cable from the monitor to the PC.

Answer: C

QUESTION: 481
Which of the following chipsets is responsible for controlling the data flow between the hard drive and the processor?

A. Southbridge
B. BIOS
C. DMA controller
D. Northbridge

Answer: A

QUESTION: 482
Which of the following chipsets is responsible for controlling the data flow between a PATA optical drive and the processor?

A. Northbridge
B. BIOS
C. Southbridge
D. DMA controller

Answer: C

QUESTION: 483
Which of the following chipsets is responsible for controlling the data flow between the RAM and the processor?

A. Northbridge
B. DMA controller
C. CMOS
D. Southbridge

Answer: A

QUESTION: 484
Which of the following chipsets is responsible for controlling the data flow between the peripheral devices and the processor?

A. Northbridge
B. Southbridge
C. BIOS
D. DMA controller

Answer: B

QUESTION: 485
A desktop computer is not responding when the power button is pressed. The technician has checked the power cord and finds it is properly connected to the computer and to the power outlet. Which of the following is the NEXT troubleshooting step the technician should take?

A. Check the power outlet to verify it is supplying power.
B. Replace the power button.
C. Verify that the power button is plugged into the motherboard.
D. Check the power supply for voltage output.

Answer: A

QUESTION: 486
Which of the following demonstrates a physical method of intrusion detection?

A. Biometric password
B. Port triggering
C. Case open switch
D. Bitlocker

Answer: C

QUESTION: 487
Which of the following socket types utilizes a zero insertion force (ZIF) connector?

A. 478
B. 775
C. 959
D. Slot A

Answer: A

QUESTION: 488
A user reports that they are suddenly unable to print to a network printer. It was working fine yesterday. The technician can ping the users workstation and the printer. The technician can also print a test page from another workstation. Which of the following is the MOST likely cause of the problem?

A. The printer is no longer the users default printer.
B. The users workstation has a faulty NIC.
C. The printer has corrupt drivers.
D. The printer has a faulty NIC.

Answer: A

QUESTION: 489
Which of the following architectures are designed for multi-threaded applications? (Select TWO).

A. Multi-core
B. PCI express
C. SODIMM
D. DDR2
E. Dual-core

Answer: A, E

QUESTION: 490
When troubleshooting an issue with a customer. Which of the following is the FIRST thing the technician should do?

A. Unplug the PC and put on an anti-static wrist strap.
B. Update the virus definitions and start a scan for viruses.
C. Inform the customer of how long it might take to resolve the problem.
D. Verify when the last time the computer was working correctly was.

Answer: D

QUESTION: 491
A technician is asked to connect a Windows XP SP3 computer to the Internet. Which of the following is a best practice?

A. Update the antivirus definitions.
B. Disable all file shares.
C. Update the network device drivers.
D. Assign a password complexity policy.

Answer: A

QUESTION: 492
A user wants their computer to automatically receive updates from Microsoft; however, they do not want the updates to interfere while they are working. Which of the following should be selected to BEST meet the user's needs?

A. Set automatic updates to download only.
B. Turn on Automatic Updates.
C. Turn off the firewall.
D. Set automatic updates to download and install.

Answer: A

QUESTION: 493
Which of the following is an example of biometric security?

A. Username/password
B. Fingerprint scanner
C. WPA
D. MAC filtering

Answer: B

QUESTION: 494
Several users report their print jobs did not print to the local shared printer. Which of the following is the FIRST thing a technician should check?

A. Check power on the users laptops.
B. Check the print queue.
C. Check the domain print server.
D. Check the network connections.

Answer: B

QUESTION: 495
A technician needs to configure Windows XP computers with the file system that will allow the addition of secure files to all users desktops. Which of the following file systems should the technician select?

A. FAT16
B. HPFS
C. NTFS
D. FAT32

Answer: C

QUESTION: 496
A user's computer does not boot. The technician needs to change the computers settings to boot from a recovery CD. Where should the technician make the necessary boot order changes?

A. Motherboard settings
B. Firmware settings
C. Jumper settings
D. BIOS settings

Answer: D

QUESTION: 497
While installing Windows XP, a technician notices that the software hangs during the hardware detection phase. How should the technician troubleshoot this issue?

A. Check for incompatible hardware.

B. Check the CMOS battery.
C. Check the boot order in the BIOS.
D. Check the disk for scratches.

Answer: A

QUESTION: 498
After several months users report that their computer runs slower. The problem is related to large files being deleted. Which of the following utilities will allow a technician to trigger defrag to run when the user logs off?

A. Task Manager
B. Backup Manager
C. Task Scheduler Wizard
D. Application Manager

Answer: C

QUESTION: 499
How can a technician determine the amount of memory in a computer running Windows XP?

A. Right-click Start menu, select Properties
B. Right-click My Computer icon, select Properties
C. Right-click My Network icon, select Properties
D. Right-click System Tray, select Properties

Answer: B

QUESTION: 500
A technician installs a new printer to a local computer and needs to install the drivers. The installation CD is not available. Which of the following is the BEST solution to locate the correct drivers?

A. Add Hardware Wizard.
B. Check the manufacturer's website.
C. Check the USB port.

D. Check the printers BIOS.

Answer: B