

QUESTION: 1

A system powers on, begins POST, displays the BIOS version information and then hangs with the error message Error loading operating system. Which of the following is MOST likely cause of this issue?

- A. A virus has infected the system
- B. Corrupted BOOT.INI file
- C. Corrupt MBR
- D. Boot sector corruption

Answer: C

QUESTION: 2

A client has been unable to fix corruption of system files and does not have a backup or an Automated System Recovery (ASR) disk. Which of the following is the BEST action to take next?

- A. Copy the missing file from another computer and reboot.
- B. Execute a Windows repair from the Windows setup media.
- C. Boot into the Recovery Console and execute FIXBOOT.
- D. Reboot and press the F2 key when prompted.

Answer: B

QUESTION: 3

A technician is called for a computer that is not connecting to the network. Which of the following would be the MOST common tool used to identify the issue?

- A. Cable tester
- B. Multimeter
- C. Loop back plugs
- D. Crossover cable

Answer: A

QUESTION: 4

Which of the following is the BEST solution for repairing a hard drive that results in the NTLDR is missing display upon booting?

- A. Use recovery console and the fixmbr command.
- B. Use recovery console and the bootcfg /rebuild command.
- C. Use recovery console and the fixboot command.
- D. Use recovery console and the chkdsk command.

Answer: C

QUESTION: 5

A customer reports they are unable to connect to any computers outside of the office and they are unable to connect to the Internet. When the technician runs ipconfig, the customer gets the following output:

IP address 169.254.2.4

Subnet Mask 255.255.0.0

Default Gateway.

Which of the following could be causing the issue?

- A. The subnet mask is not correctly configured.
- B. The DNS client has not been configured on the computer.
- C. The DHCP client is unable to obtain an IP address from the DHCP server.
- D. The default gateway is not specified.

Answer: C

QUESTION: 6

A user reports that their system is starting to run slower, especially when opening large local files. The system has sufficient RAM for the users applications, but the hard drive seems to have higher than normal activity when opening large files. Which of the following would be the BEST tool to diagnose and troubleshoot this problem?

- A. Task Manager
- B. NTBACKUP
- C. FDISK
- D. Disk Defragmenter

Answer: D

QUESTION: 7

A user states they receive a message Boot device not found half of the time they boot their system. Which of the following is the MOST likely cause?

- A. A dead CMOS battery
- B. The OS is not installed on the hard drive
- C. A faulty RAM
- D. A faulty HDD connection

Answer: D

QUESTION: 8

A user reports they can no longer change the web browser home page. Which of the following is MOST likely the problem?

- A. They are using the wrong WEP key.
- B. They have been infected with malware.
- C. They have lost Internet connectivity.
- D. They need to update their network device drivers.

Answer: B

QUESTION: 9

A technician needs to check which ports are open in the Windows Firewall. Which of the following will allow the technician to view these settings?

- A. netsh firewall show logging
- B. ipconfig /all
- C. netsh firewall show state
- D. arp -a

Answer: C

QUESTION: 10

Which of the following are methods to automatically update the antivirus application? (Select TWO).

- A. Establish rules in the email scheduling program to perform updates.
- B. Select Update Now from the program options.
- C. Use the Automatic Update feature built into the application.
- D. Use scripts.
- E. Use Windows Update.

Answer: C,D

QUESTION: 11

A remote user is attempting to install a new external storage device on their computer. The user reports they only have one port open on the back of the device and the port is similar to the USB port their mouse is connected to. The port has a bevel on one side and is slightly larger than the USB port. Which of the following connector types is MOST likely being described?

- A. IEEE 1394
- B. USB 2.0
- C. PCMCIA
- D. Parallel

Answer: A

QUESTION: 12

A customer reports that their newly purchased Windows Vista Home Premium notebook is unable to see other computers in their home office. Which of the following is the MOST likely cause?

- A. The Windows Defender service is turned on.
- B. The Network Location Type is Work.
- C. The Network Location Type is Private.
- D. The Network Location Type is Public.

Answer: D

QUESTION: 13

A Windows XP system locks up after the GUI starts to load. The system will start in Safe Mode. The Event Viewer reports that a driver failed to load. Which of the following methods would help diagnose the problem?

- A. Enable boot logging. In Safe Mode, read the ntbtlog.txt file.
- B. In Safe Mode, run the sigverif utility.
- C. Restart the system from the OEM recovery CD; do a full restore.
- D. In Safe Mode, run the driverquery utility.

Answer: A

QUESTION: 14

A user works daily with video production and needs portable storage which will allow them to transport their work back and forth from home. Taking the users storage and bandwidth requirements into consideration, which of the following would BEST suit the users needs?

- A. An external hard drive connected via eSATA
- B. An external hard drive connected via USB 2.0
- C. An external hard drive connected via serial
- D. A thumb drive connected via USB 2.0

Answer: A

QUESTION: 15

A computer is failing to boot. Which of the following tools would be used FIRST in troubleshooting?

- A. Time Domain Reflectometer (TDR)
- B. Oscilloscope
- C. Power supply tester
- D. Spectrum analyzer

Answer: C

QUESTION: 16

Which of the following will reset the BIOS settings? (Select TWO).

- A. Unplug the CMOS battery.
- B. Unplug the power supply.
- C. Switch on the reset jumper.

- D. Replace the RAM.
- E. Unplug the CPU.

Answer: A,C

QUESTION: 17

A customer wants to check whether they have the necessary tools enabled to prevent intrusions and virus attacks on a Windows Vista workstation. Which of the following tools can be used to display the current configuration?

- A. Security Center
- B. Event Viewer Security log
- C. Windows Defender
- D. Windows Firewall

Answer: A

QUESTION: 18

After a technician installs a new CMOS battery on a motherboard, which of the following will the technician have to change?

- A. Firmware version
- B. System date/time
- C. Bus speeds
- D. Jumper settings

Answer: B

QUESTION: 19

A technician is troubleshooting a WLAN card in a laptop. The wireless infrastructure is 802.11g. The WLAN card is showing connected at 11Mbps. Which of the following would be the BEST reason why the WLAN card is performing at that speed?

- A. The WLAN card is 802.11g.
- B. The WLAN card is 802.11b.
- C. The WLAN card is 802.11n.
- D. The WLAN card is 802.11a.

Answer: B

QUESTION: 20

A user is trying to boot a desktop PC from their A: drive. Which of the following devices is the user describing?

- A. The floppy drive
- B. The hard drive
- C. The CD-ROM drive
- D. The DVD-ROM drive

Answer: A

QUESTION: 21

A technician has just installed an upgraded graphics card. The computers power turns off before it finishes booting. Which of the following is the cause of the problem?

- A. The monitor cannot display the increased resolution that is a feature of the new graphics card.
- B. The power supply does not provide enough wattage to power the new graphics card.
- C. The new graphics card is incompatible with the existing processor.
- D. The computer does not have enough RAM to support the new graphics card.

Answer: B

QUESTION: 22

A technician notices that the BIOS event log shows a chassis intrusion. Which of the following is the MOST likely reason for the event?

- A. There is a loose object in the case.
- B. An optical drive drawer is open.
- C. The computer case was opened.
- D. An attacker hacked into the system.

Answer: C

QUESTION: 23

A technician is cleaning spyware from a Windows XP machine. Because of the infections, the unit cannot browse the Internet to obtain anti-virus updates. Which of the following is the BEST course of action?(Select TWO).

- A. Boot into safe mode and format the drive.
- B. Install a pop-up blocker and update Internet Explorer.
- C. Boot to Safe Mode with Networking and attempt updates.
- D. Boot into safe mode and perform CHKDSK.
- E. Apply updates manually by downloading the definition files on another machine.

Answer: C,E

QUESTION: 24

If a technician is traveling outside of the US, which of the following should be checked before setting up a workstation?

- A. Local file format
- B. Wattage setting
- C. Local power codes
- D. Voltage setting

Answer: D

QUESTION: 25

After removing several obsolete programs from a PC, a user is experiencing slower than usually processing times. Which of the following would be the BEST way to speed up the processing?

- A. Use an external hard drive.
- B. Defrag the hard drive.
- C. Add more RAM to the computer.
- D. Install a larger hard drive.

Answer: B

QUESTION: 26

Which of the following could cause an Inaccessible boot drive error during the boot process?

- A. HDD failure
- B. DVI failure
- C. USB failure
- D. CD failure

Answer: A

QUESTION: 27

A computer is redeployed after sitting in storage for a year and is now displaying the wrong date. Which of the following is the cause?

- A. The computers BIOS is corrupt.
- B. The computers operating system needs to be updated.
- C. The computers CMOS battery has lost its charge.
- D. The computers power supply is failing.

Answer: C

QUESTION: 28

Which of the following is the BEST way to deny unauthorized computers access to a network?

- A. Disable DHCP.
- B. Use MAC filtering.
- C. Disable the SSID broadcast.
- D. Use a network firewall.

Answer: D

QUESTION: 29

Which of the following commands will allow a technician to disable startup programs?

- A. format
- B. sfc

- C. edit
- D. msconfig

Answer: D

QUESTION: 30

Which of the following commands would create an emergency repair disk for the Windows 2000 Professional operating system?

- A. rdisk.exe
- B. bootdisk.exe
- C. bootcfg /rebuild
- D. erd.exe

Answer: A

QUESTION: 31

The customer brings their mini-tower and a new DVD/RW drive they want installed. The technician finds a second hard drive in an empty 5.25 bay connected to the secondary bus and jumpered as a slave. The ribbon cable will not stretch from the primary hard drive to the open 5.25 inch bay. Which of the following is the BEST solution?

- A. Connect the new DVD drive as the primary on the secondary bus and leave the old CD drive disconnected.
- B. Move the secondary hard drive next to the primary hard drive and connect to the primary bus. Connect the new DVD drive as the slave on the secondary bus.
- C. Move the secondary hard drive from the secondary to the primary bus and then reformat the hard drive after rebooting then reassign the drive letters in disk management prior to installing the new DVD drive on the secondary bus.
- D. Move the secondary hard drive to the bay and then connect it to the primary bus. Connect the mini-tower and the new DVD drive as the master on the secondary bus.

Answer: B

QUESTION: 32

A user reports that they tried to plug in a USB device plug upside down and damaged one of the ports. Since this event, the user has not been able to get the computer to power on consistently. Which of the following is the MOST likely reason?

- A. The damaged ports contacts are shorting against the casing.
- B. The computers power cord is not seated properly.
- C. The power supply switch was accidentally opened.
- D. The Operating System was corrupted by the USB device.

Answer: A

QUESTION: 33

Which of the following should a technician perform to check a hard disk for corruption?

- A. Run the Recovery Console.
- B. Run the verify command.
- C. Run the chkdsk command.
- D. Run the Computer Management Tool.

Answer: C

QUESTION: 34

Which of the following commands would be used to display hidden files?

- A. dir /?
- B. dir /d
- C. dir /a
- D. dir /s

Answer: C

QUESTION: 35

A user has installed a second hard drive into a computer and receives a message stating Invalid Boot Volume. Which of the following should a technician recommend to solve this problem?

- A. Set the jumpers on both hard drives to master.
- B. Set the jumpers on both hard drives to C/S.
- C. Set the jumpers on both hard drives to secondary.
- D. Remove the jumpers from both hard drives.

Answer: B

QUESTION: 36

If a drives file system becomes corrupt, which of the following commands would the technician use to repair the file system?

- A. chkdsk
- B. format
- C. fdisk
- D. verify

Answer: A

QUESTION: 37

Which of the following command line utilities can be used to check for open ports?

- A. nbtstat
- B. ipconfig
- C. nslookup
- D. netstat

Answer: D

QUESTION: 38

Which of the following commands will resolve a host name to an IP address?

- A. nslookup
- B. netstat
- C. arp
- D. ipconfig

Answer: A

QUESTION: 39

A user reports they are unable to access network resources. The users IP address is currently 169.254.0.1. On a network with DHCP configured, the user should be instructed to:

- A. run IPCONFIG /REGISTERDNS.
- B. disable the network adapter and restart the workstation.
- C. run IPCONFIG /RENEW.
- D. run TRACERT.

Answer: C

QUESTION: 40

Which of the following utilities can be run on a Windows XP Professional computer, if it is suspected that the file system structure has become damaged?

- A. chkdsk
- B. bootsec.dos
- C. dmdiag
- D. verify

Answer: A

QUESTION: 41

A customer is experiencing problems with the display after their computer is fully booted but reports seeing the BIOS splash screen during boot. Which of the following would MOST likely be the cause?

- A. The video cable is incorrectly attached.
- B. A corrupted or incorrect video driver is installed.
- C. An incorrect video card is installed in the computer.
- D. The video card is defective and needs to be replaced.

Answer: B

QUESTION: 42

Which of the following is the number of SCSI devices that can be added to a single narrow SCSI bus?

- A. 6
- B. 7
- C. 8
- D. 9

Answer: B

QUESTION: 43

Which of the following supports the Athlon 64?

- A. Socket 462
- B. Socket 754
- C. Socket 775
- D. Socket 940

Answer: B

QUESTION: 44

A customer brings in a laptop with a non-functioning LCD screen that always remains black. However, when the technician connects the laptop to an external monitor the laptop will boot Windows normally. Which of the following actions should the technician take FIRST?

- A. Install a new video card
- B. Replace the LCD panel with a compatible model
- C. Reroute the external VGA connection using a digital visual interface (DVI) adapter
- D. Check the functionality of the LCD cutoff switch

Answer: D

QUESTION: 45

A technician is updating a computer for a customer by removing their IDE drives and replacing them with SATA drives. The technician notes that these drives have a SATA power connection and a Molex connection. Which of the following is the BEST way to provide power to these drives?

- A. Connect only one of the power connections on the drive.
- B. Use a Baby-AT adapter.
- C. Set the SATA drive jumpers to the correct power setting.
- D. Connect both power connections on the drive.

Answer: A

QUESTION: 46

Which of the following addresses would allow a technician to ping the localhost?

- A. Ping 128.0.0.1
- B. Ping 0.0.0.0
- C. Ping 169.254.0.0
- D. Ping 127.0.0.1

Answer: D

QUESTION: 47

The standard port monitor in Windows XP uses which of the following protocols to configure and monitor the printer device status?

- A. IPP
- B. SMTP
- C. SNMP
- D. IPX/SPX

Answer: C

QUESTION: 48

Which of the following is the default loopback address?

- A. 127.0.0.0
- B. 192.168.1.1
- C. 127.0.0.1
- D. 192.168.1.0

Answer: C

QUESTION: 49

A customer needs help as the application log is full. They want to leave it the same size but maintain existing entries for future reference. Which of the following is the BEST course of action?

- A. Backup the registry and delete the application log.
- B. Archive existing records and clear the application log.
- C. Clear all event logs without archiving.
- D. Restore to a previous restore point.

Answer: B

QUESTION: 50

A technician gets a call from a customer with a Windows XP computer. The customer has just installed a new program in their computer. When the customer opens a file, it opens in a program that the customer does not want to use. Which of the following is the correct path to change the file extension back to the customer's preference?

- A. Control Panel>Tools>Folder Options>File Types
- B. Control Panel>Tools>Folder Options>Offline Files>Advanced
- C. Control Panel>Tools>Folder Options>View>Restore Defaults
- D. Control Panel>Tools>Folder Options>View>Reset all folders

Answer: A

QUESTION: 51

A technician has configured all computers on the LAN, and the computers can communicate with each other, but they cannot access the Internet. Which of the following needs to be configured?

- A. Subnet mask
- B. Default Gateway
- C. Web Server
- D. FTP server

Answer: B

QUESTION: 52

Which of the following tools is used to initiate archive procedures in Windows XP Professional?

- A. NTBACKUP.EXE
- B. VERIFY.EXE
- C. CMD.EXE
- D. CONVERT.EXE

Answer: A

QUESTION: 53

Which of the following boot.ini switches will allow a technician to install a non-default Windows splash screen?

- A. /noguiboot
- B. /bootlogo /noguiboot
- C. /bootlogo
- D. /noguiboot /bootlogo

Answer: B

QUESTION: 54

A client is having trouble connecting to their SOHO network. They use dynamic addresses through their home router. A technician performs an ipconfig /all from the command line and receives this output:

```
Ethernet Adapter Local Area Connection Connection-specific DNS Suffix . . :  
Description . . . . . : Broadcom 440x 10/100 Integrated Controller  
Physical Address . . . . . : 00-25-FF-09-5D-2E  
Dhcp Enabled . . . . . : No  
IP Address . . . . . : 192.168.3.141  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . : 192.168.3.50  
DNS Server . . . . . :192.168.3.100
```

Which of the following is the MOST likely cause of the problem?

- A. The physical address is incorrect.
- B. DHCP is disabled.

- C. Subnet mask is incorrect.
- D. APIPA is enabled.

Answer: B

QUESTION: 55

A client is having problems retrieving their email. If their company uses IMAP, which of the following ports should be open by default on their email client?

- A. 25
- B. 80
- C. 110
- D. 143

Answer: D

QUESTION: 56

A client is having problems sending their email. If the company uses SMTP, which of the following ports is configured by default on their email client to allow mail out?

- A. 25
- B. 80
- C. 110
- D. 143

Answer: A

QUESTION: 57

A customer reports that all printed documents display random characters. Which of the following is the MOST likely cause of this problem?

- A. A broken corona wire
- B. Incorrect or corrupt driver
- C. Loose USB or parallel cable
- D. Incorrect IP configuration

Answer: B

QUESTION: 58

A technician received a laptop that has a dimly lit display. The technician connects an external monitor and can see a fully functional display. Which of the following is the MOST likely cause?

- A. 15-pin connector
- B. Wiring harness
- C. Video card
- D. Inverter board

Answer: D

QUESTION: 59

A customer states that their laptop has stability issues after a recent memory upgrade. Which of the following is the MOST likely cause?

- A. The system takes a 144-pin SODIMM and a 72-pin SODIMM was installed.
- B. The memory does not meet Windows HCL standards.
- C. The memory module is not registered.
- D. The memory is not properly seated.

Answer: D

QUESTION: 60

A Windows computer receives a stop error (e.g. bluescreen) on boot. Which of the following when run from recovery console could correct the issue?

- A. convert
- B. defrag
- C. fdisk
- D. chkdsk

Answer: D

QUESTION: 61

A technician needs to connect to a remote user using Remote Desktop. Which of the following will bring up Remote Desktop? (Select TWO).

- A. Start>Run>msconfig
- B. Start>Run>mstsc
- C. Start>Run>rdp
- D. Start>All Programs>Accessories>Communications>Remote Desktop
- E. Start>All Programs>Accessories>System Tools>Remote Desktop

Answer: B,D

QUESTION: 62

A customer states they recently updated their system and now it will not boot properly in normal mode. Which of the following could be used from Safe Mode to correct the issue?

- A. Event Viewer
- B. Disable DEP
- C. System Information
- D. System Restore

Answer: D

QUESTION: 63

A technician is replacing the motherboard on a laptop. Which of the following should the technician do as a best practice? (Select TWO).

- A. Advise the customer of every step of the process.
- B. Label every screws location and cable path.
- C. Ensure the technician wears an ESD strap.
- D. Apply thermal compound to all components.
- E. Install new ribbon cables.

Answer: B,C

QUESTION: 64

A system has been infected with a virus. The customer does not have a system backup. Which of the following is an effective method to remove the virus and preserve the customers data?

- A. Run a scan in Safe Mode.
- B. Run FIXMBR and BOOTCFG from the Recovery Console.
- C. Perform a repair install of Windows.
- D. Boot in Last Known Good Configuration.

Answer: A

QUESTION: 65

A clients PC is having problems connecting to a certain website. Which of the following tools would be used to evaluate the hops taken from the clients PC to the website?

- A. NSLOOKUP
- B. IPCONFIG
- C. PING
- D. TRACERT

Answer: D

QUESTION: 66

Which of the following should a technician check FIRST if a Windows XP user is trying to print a document and is getting the error message Print sub-system not available?

- A. Printer has power from the jack.
- B. Printer has been added.
- C. Spooler service is running.
- D. Correct printer driver is installed.

Answer: C

QUESTION: 67

Which of the following command syntax tests if a Windows XP computer is configured to connect to the Internet?

- A. ping windows.com
- B. ping localhost:80
- C. ping 127.0.0.1
- D. ping -port 80

Answer: A

QUESTION: 68

Which of the following command syntax releases and renews an IP address in a Windows XP machine?

- A. ipconfig /release then ipconfig /renew
- B. ipconfig /release /renew
- C. ipconfig /release
- D. ipconfig /all

Answer: A

QUESTION: 69

In which of the following is the default location of user files (e.g. My Documents, Favorites, Desktop) in Windows Vista?

- A. c:\users\<<username>>
- B. c:\user data\<<username>>
- C. c:\documents and settings\<<username>>
- D. c:\user folders\<<username>>

Answer: A

QUESTION: 70

A user reports that a device is not working. Within the device manager, a red X through the icon of a device indicates which of the following?

- A. The device has a conflict with another device.

- B. The device driver needs to be updated.
- C. The device is disabled.
- D. The device is not recognized by the system.

Answer: C

QUESTION: 71

A user reports that a device is not working. Within the Device Manager, a yellow! On the icon of a device indicates which of the following?

- A. The device is disabled.
- B. The device driver is not loaded.
- C. The device is in standby.
- D. The device is a duplicate entry of the same device.

Answer: B

QUESTION: 72

Which of the following can be accessed with the Computer Management MMC snap-in tool? (Select THREE).

- A. Networking Connections
- B. Event Viewer Logs
- C. Printers
- D. Disk Management
- E. Device Manager
- F. My Computer

Answer: B,D,E

QUESTION: 73

An application is not responding, and the technician wants to end the process. Which of the following methods will allow Task Manager to be accessed? (Select TWO).

- A. Pressing Ctrl-Alt-Del and selecting Task Manager.
- B. Right clicking anywhere on the desktop and selecting Task Manager.
- C. Opening the Control Panel and double clicking on the Task Manager icon.
- D. Right clicking on the task bar and selecting Task Manager.

E. Opening My Computer and selecting Task Manager from the shortcuts menu on the left side.

Answer: A,D

QUESTION: 74

Which of the following tools would be used to format a partition but not the hard drive? (Select TWO).

- A. Disk Defragmenter MMC Snap-In
- B. Format from the command line
- C. Disk Management MMC Snap-In
- D. Fdisk from the command line
- E. Chkdsk from the command line

Answer: B,C

QUESTION: 75

Which of the following command line utilities could be used to verify basic connectivity between two network devices? (Select TWO).

- A. route print
- B. net start
- C. tracert
- D. ping
- E. ipconfig

Answer: C,D

QUESTION: 76

A customer using Windows Vista wants to disable User Account Control (UAC). Which of the following responses should the technician give to explain the UAC?

- A. It is used to ensure that the action performed will have the potential to be rolled back.
- B. If the UAC is turned off, it will cause the customer to always have to double click an item to run it and some menu items may not be available.
- C. It is there to protect against any changes being made to the OS that may be harmful and could make the OS unstable.

D. If the UAC is turned off, some programs may not run at all.

Answer: C

QUESTION: 77

By default, which of the following are needed to edit the boot.ini file directly if Show hidden files and folders is enabled in folder options? (Select TWO).

- A. Check display the full path in title bar folder options.
- B. Check the read only attribute in file properties.
- C. Check the hidden attribute in file properties.
- D. Uncheck Hide protected operating system files in folder options.
- E. Uncheck the read only attribute in file properties.

Answer: D,E

QUESTION: 78

A user receives an Access is Denied error when trying to install an application on their computer. Which of the following should the technician check FIRST?

- A. Check if File and Print sharing for Microsoft Networks is turned on.
- B. Check if the System Group has access rights on the drive.
- C. Check if the Everyone Group has access rights on the drive.
- D. Check if user is a local administrator on the computer.

Answer: D

QUESTION: 79

A user cannot access the Internet via a proxy server. Which of the following ports needs to be set on the web browser proxy to allow HTTP traffic?

- A. 21
- B. 25
- C. 80
- D. 120

Answer: C

QUESTION: 80

A user is unable to receive FTP antivirus updates from the vendor but has network connectivity. Which of the following settings should be checked? (Select TWO).

- A. Port 21 is open
- B. Port 22 is open
- C. Port 23 is open
- D. Port 25 is open
- E. The proxy setting in the antivirus application

Answer: A,E

QUESTION: 81

Which of the following is the BEST solution for repairing a hard drive that results in the Could not read from selected boot disk display upon booting?

- A. Use recovery console and the bootcfg /rebuild command.
- B. Use recovery console and the chkdsk command.
- C. Use recovery console and the fixboot command.
- D. Use recovery console and the fixmbr command.

Answer: A

QUESTION: 82

Which of the following are commonly associated with dial-up networking?

- A. Cable Internet service
- B. Integrated Services Digital Network (ISDN)
- C. Public Switched Telephone Network (PSTN)
- D. Digital Subscriber Line (DSL)

Answer: C

QUESTION: 83

A laptop is connected to an external LCD projector. The computer boots up and the image is visible on the laptop screen but not via the projector. The cable from the laptop to the projector is connected on both ends and is a known good cable. The projector is on but only shows the default projector image on the screen. Which of the following are the MOST likely reasons for the issue? (Select TWO).

- A. The projector has to be compatible with the operating system.
- B. The laptop can only display to either the internal screen or external screen.
- C. The projector is not set to display the correct video source.
- D. The laptop is not set to display to the external video connector.
- E. The laptop has to use a special HDMI cable in order to display images to the projector.

Answer: C,D

QUESTION: 84

In a 64-bit Windows operating system, which of the following directories is created twice, once for 32-bit applications and once for 64-bit applications?

- A. C:\Documents and Settings
- B. C:\Windows
- C. C:\Program Files
- D. C:\Users

Answer: C

QUESTION: 85

In a default Windows Vista installation, which of the following directory paths would a file on the desktop of user1 be placed?

- A. C:\Documents and settings\Desktops\user1
- B. C:\user1\desktop
- C. C:\Users\user1\Desktop
- D. C:\Documents and Settings\user1\Desktop

Answer: C

QUESTION: 86

A technician is installing a high performance graphics card in a PCI express slot. Which of the following should be done FIRST after inserting the card into the slot?

- A. Enable the graphics card in the BIOS.
- B. Power on the PC and ensure Windows detects it.
- C. Install the memory for the graphics card.
- D. Connect the appropriate power cable.

Answer: D

QUESTION: 87

Which of the following commands should be used to resolve a file permission issue?

- A. edit
- B. cacls
- C. chkdsk
- D. md

Answer: B

QUESTION: 88

Users are reporting their machines are losing connection to a central server during off hours, causing some processes that run after hours to stop. Which of the following commands would BEST confirm the problem?

- A. ping -l 10000
- B. ipconfig /showclassid
- C. ping -t
- D. ipconfig /registerdns

Answer: C

QUESTION: 89

Which of the following can be accomplished from the System Configuration utility? (Select TWO).

- A. Clear printer spool.
- B. Disable services at startup.

- C. Disable start up programs.
- D. Change the default browser.
- E. Disable system restore.

Answer: B,C

QUESTION: 90

A user on a home network would like to be able to use Windows Remote Desktop to connect to the Windows XP Pro desktop from the road. If there are multiple PCs on the home network, which of the following will BEST enable the user to connect using Remote Desktop?

- A. Enable port forwarding on the router for port 3389 to the IP address.
- B. Configure a VPN connection for the user to connect to the home network.
- C. Configure the PC to broadcast an open Remote Desktop connection.
- D. Enable port forwarding on the router for port 5901 to the IP address.

Answer: A

QUESTION: 91

A user reports that VoIP telephone calls have static and a noticeable delay whenever other users are using the home network. Which of the following routing features should be used on the home network to resolve this issue?

- A. QoS
- B. NAT
- C. Port forwarding
- D. Port triggering

Answer: A

QUESTION: 92

When turning on a PC a series of beeps is heard but no display is seen. Which of the following could be the issue?

- A. The memory is not installed correctly.
- B. The hard drive is missing or failed.

- C. The PC is not connecting to the network.
- D. The power cord is not connected properly.

Answer: A

QUESTION: 93

The new security feature in Vista that prevents programs from running with escalated privileges is called:

- A. User Account Control (UAC).
- B. Windows Sidebar.
- C. Windows Defender.
- D. Aero Interface.

Answer: A

QUESTION: 94

Which of the following will disable the UAC in Windows Vista?

- A. In Task Manager, click the Processes tab and End Process on the UAC.exe process.
- B. Launch the Registry Editor and go to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System and delete the EnableLUA key.
- C. Go to Control Panel (User Accounts and Family Safety), User Accounts, Turn User Account Control on or off.
- D. Run MSCONFIG, click the Security tab and check the Disable UAC option.

Answer: C

QUESTION: 95

When converting a dynamic disk to a basic disk in Windows, which of the following will occur?

- A. Any existing logical partition on the dynamic disk is converted to a simple volume.
- B. Any simple volume on the dynamic disk is converted to a logical partition.
- C. Any data on existing volumes will be permanently lost.
- D. Any previously stored data will be accessible from the boot partition.

Answer: C

QUESTION: 96

When combining NTFS and Share permissions, which of the following is true?

- A. The least restrictive permission overrides
- B. The most restrictive permission overrides
- C. The NTFS permissions override
- D. The Share permissions override

Answer: B

QUESTION: 97

A user reports that their computer is unexpectedly shutting down. After several minutes, the computer can be powered on as normal. Which of the following is the MOST likely cause?

- A. The fans are not cooling properly.
- B. The computers bus speed is improperly configured.
- C. The memory is not properly seated.
- D. The power supply has failed.

Answer: A

QUESTION: 98

Users in an office are having problems connecting to certain resources outside of their network. The technician suspects that a router on the network has failed. Which of the following tools can be used to determine the point of failure on the network?

- A. netstat
- B. tracert
- C. nslookup
- D. ipconfig

Answer: B

QUESTION: 99

After a new system board is installed on a laptop, the system fails to POST. Which of the following should be done FIRST?

- A. Reseat and check all cables.
- B. Replace the system board.
- C. Flash the BIOS.
- D. Replace the RAM.

Answer: A

QUESTION: 100

A customer reports that they are unable to access any network resources. To test the functionality of the customer's NIC, the technician should use which of the following?

- A. Cyclic Redundancy Check (CRC)
- B. Network Address Translation (NAT)
- C. Loopback test
- D. Power on Self Test (POST)

Answer: C

QUESTION: 101

An end user reports that they are unable to access any websites or network resources by the fully qualified domain name (FQDN); however, the technician is able to access these resources by IP address. Which of the following is the MOST likely cause for this problem?

- A. The customer's DNS server is unavailable.
- B. The customer has an incorrect default gateway.
- C. The customer has a bad NIC card.
- D. The customer does not have an IP address.

Answer: A

QUESTION: 102

Multiple customers are reporting that network response time is very slow. The technician suspects that excessive broadcasts may be causing the problem. Which of the following is the BEST tool to troubleshoot? This issue?

- A. Telnet
- B. Netstat
- C. Tracert
- D. Ping

Answer: B

QUESTION: 103

An end user in a company is trying to research a new product, but whenever they go to a particular website, they receive a message that they do not have access to this site. Which of the following is the MOST likely cause for this problem?

- A. The customer is not running the browser as an administrator.
- B. The DHCP server has been configured to block the site.
- C. The customer is not an administrator on the computer.
- D. The proxy server has been configured to block the site.

Answer: D

QUESTION: 104

After installing a single new RIMM memory module the system fails to start properly or recognize the new memory. Which of the following is MOST likely the problem?

- A. The module is not installed properly.
- B. RIMM modules must be installed in pairs.
- C. The modules capacity is too large.
- D. The incorrect drivers were loaded.

Answer: B

QUESTION: 105

After installing a new processor, the system reports the CPU is not running at the correct speed. Which of the following is the MOST likely cause?

- A. The front side bus speed or clock multiplier is wrong.
- B. Too much thermal paste was applied between the CPU and heatsink.
- C. The drivers for the new CPU need to be installed.
- D. The CPU was installed counterclockwise.

Answer: A

QUESTION: 106

After installing a high performance video adapter, the users computer reboots whenever resource intensive applications are run. Which of the following will MOST likely correct the problem?

- A. Increase the amount of memory installed in the system.
- B. Ensure that enough free hard disk space exists on the system.
- C. Apply the latest service pack and security patches.
- D. Upgrade the power supply to a higher wattage model.

Answer: D

QUESTION: 107

Which of the following utilities can be used to determine the current partition information on an attached storage device?

- A. Add Hardware Wizard
- B. Device Manager
- C. Disk Management
- D. Control Panel

Answer: C

QUESTION: 108

A user reports that a computer reboots several times a day unexpectedly. Configuration management shows that the machine recently had a second hard drive and a DVD-ROM burner installed. Which of the following BEST describes the troubleshooting steps?

- A. Replace the primary and secondary hard drive with one larger capacity unit. Now only one drive will be connected which reduces the need for the extra drive.
- B. Have the user maintain a log of what application is in use when the machine reboots. Once a pattern is established, the problem can be further evaluated.
- C. Determine the available wattage offered by the power supply and ensure it meets the power needed for all of the system components.
- D. Replace the users computer with a more robust workstation.

Answer: C

QUESTION: 109

If a technician is creating a spanned volume, which of the following steps should they perform?

- A. In Disk Management create a volume on two or more basic disks.
- B. In Disk Management create a volume on two or more dynamic disks.
- C. In Disk Management create a volume on a RAID 0 array.
- D. In Disk Management create a volume on thirty-four dynamic disks.

Answer: B

QUESTION: 110

A technician would like to create a spanned volume on two basic disks. Which of the following steps must be completed?

- A. Create a RAID 0 set.
- B. Format the drive as FAT32.
- C. Create a striped set.
- D. Convert the basic disks to dynamic.

Answer: D

QUESTION: 111

A technician needs to edit the default path in Windows XP. In which of the following can they accomplish this task?

- A. Computer Management Snap-In
- B. System Properties>Advanced>User Profiles>settings

- C. System Properties>Advanced>Environment variables>System variables
- D. HKEYCurrentUser/ Default path registry key

Answer: C

QUESTION: 112

Which of the following would MOST likely indicate the presence of malware on a PC?

- A. Unable to view email, desktop background changed, key strokes not displaying
- B. Flashing display, static from speakers, printer randomly prints
- C. Faster than normal application response, unable to shut down
- D. Slow response, web page redirection or unable to display web pages

Answer: D

QUESTION: 113

A technician installs a SATA controller card and moves the hard drive cable from the system board to the SATA controller. The system POSTs and the controller BIOS recognizes the hard drive but does not boot to the hard drive and start Windows. Which of the following is the MOST likely cause of the problem?

- A. Windows cannot be booted from a controller card.
- B. The hard drive must have Windows reinstalled because a new controller card was installed.
- C. The SATA controller card was not set as a boot device in the computer BIOS.
- D. The new controller must have the correct jumper settings for Windows mode.

Answer: C

QUESTION: 114

A new secondary hard drive was just installed into a computer running Windows XP but does not show up with a drive letter under My Computer. Which of the following needs to be done before the new drive will show up in My Computer? (Select TWO).

- A. Using Device Manager, the drivers for the new drive must be loaded.
- B. Using msconfig, the new drive must be configured.
- C. Using Disk Manager, the new drive must be partitioned.
- D. Using Disk Manager, the new drive must be formatted.

E. Using regedit, the registry must be edited to recognize the new drive.

Answer: C,D

QUESTION: 115

A technician is changing permissions on a folder. Which of the following is true regarding permissions?

- A. The Everyone group should be explicitly denied for security reasons.
- B. An allow permission overrides a deny permission.
- C. A deny permission overrides an allow permission.
- D. Setting Full Control to allow for the Everyone group is secure.

Answer: C

QUESTION: 116

A manager tells a technician that they cannot access the company's secure financial data stored on the accountant's computer. The manager used to be able to access the files. Which of the following should the technician check?

- A. Permissions on the folder containing the financial data.
- B. User Account Control (UAC) settings.
- C. Permissions on the root of the manager's computer.
- D. Port blocking on the gateway firewall.

Answer: A

QUESTION: 117

A technician is setting up VoIP service for a SOHO customer. Which of the following should the technician enable on the customer's home router?

- A. QoS
- B. SSID
- C. PoE
- D. WPA

Answer: A

QUESTION: 118

A home user reports that they can access the Internet but they are having issues connecting to the game server through their home wireless router. Which of the following settings should the technician adjust?

- A. Change the SSID
- B. DHCP settings on home
- C. Port forwarding rules
- D. MAC filtering settings

Answer: C

QUESTION: 119

A customer's office is located in their basement which is where the wireless router is located. The customer's three desktop computers and network printer are hardwired. The customer reports a laptop connectivity issue in the second floor bedroom. Which of the following is the BEST option for the technician to do to correct the problem?

- A. Move the router to the first floor and make all of the desktops wireless.
- B. Install a wireless range extender to boost the signal.
- C. Run a cable from the second floor to the basement.
- D. Have the customer change their ISP.

Answer: B

QUESTION: 120

A technician is resolving a computers IP address to a hostname but cannot remember the correct switch. Which of the following can the technician use to find the correct switch?

- A. ping ?
- B. ping help
- C. ping /?
- D. ping \?

Answer: C

QUESTION: 121

A technician has recovered a system from a virus infection but some of the system files were compromised. Which of the following tools can be run from the run dialog box to replace or repair system files?

- A. chkdsk /f
- B. sfc /scannow
- C. format
- D. recover

Answer: B

QUESTION: 122

A customer states they cannot print and they are getting a message that the print spooler has not started. Which of the following will correct this error in the LEAST amount of time? (Select TWO).

- A. Restart the computer from Task Manager
- B. From the command line: start print spooler
- C. Open the Services MMC>right click RPC Service>Restart
- D. From the command line: net start spooler
- E. Open the Services MMC>right click Print Spooler>Start

Answer: D,E

QUESTION: 123

A customer reports that their computer is slow; much slower than their computer at work. A technician wants to check the processor speed. Where can the technician find this information?

- A. System Restore
- B. System Information
- C. System Configuration Utility
- D. Task Manager

Answer: B

QUESTION: 124

Which of the following is true for a 10/100 NIC running at half-duplex?

- A. Maximum data rate transmission of NIC will have a speed of 50MBps.
- B. NIC will transmit data in only one direction at a time.
- C. NIC will simultaneously transmit data in both directions at a time.
- D. Maximum data rate transmission of NIC will have a speed of 5MBps.

Answer: B

QUESTION: 125

Which of the following is true for a 10/100 NIC running at full-duplex?

- A. Maximum data rate transmission of NIC will have a speed of 10MBps.
- B. Maximum data rate transmission of NIC will have a speed of 1000BaseT.
- C. NIC will transmit data in only one direction at a time.
- D. NIC will simultaneously transmit data in both directions at a time.

Answer: D

QUESTION: 126

A customer wants to add an internal IDE drive with the ability to write DVDs. The computer currently has two IDE hard disk drives, one IDE CD writing optical drive and a DVD read-only IDE optical drive. Which of the following should the technician recommend?

- A. Three devices can be installed on each IDE controller.
- B. The internal drive can be installed on the third IDE controller.
- C. One device will need to be removed before an additional device will fit.
- D. The DVD read-only optical drive is incompatible with DVD writable drives.

Answer: C

QUESTION: 127

A technician is performing a DSL and telephone installation at the same time. In order to use the DSL connection and the phones at the same time, without interference, which of the following does the technician need to install?

- A. Demarcation point
- B. Signal amplifier
- C. Filters
- D. QoS

Answer: C

QUESTION: 128

A customer is installing a new 2.5 USB external HDD on a desktop PC and is using the front USB port. A light on the drive turns on but the system does not recognize the device. Which of the following is the MOST likely problem?

- A. The system is not providing enough power to the USB port.
- B. A 2.5 drive is designed for use with a laptop not with a desktop PC.
- C. Thumb drives and cameras are plugged into the front USB ports the customer needs to use the USB ports in the back.
- D. The external drive is incompatible with the system.

Answer: A

QUESTION: 129

A technician is attempting to get into the BIOS and they are being prompted for a password. Which of the following can clear the BIOS password? (Select TWO).

- A. Pull the CMOS battery.
- B. Pull the 20/24 pin connector from the main board.
- C. Short the reset circuit near the RAM.
- D. Use the appropriate jumper on main board.
- E. Use the reset button on the front panel.

Answer: A,D

QUESTION: 130

A user states that they can use their laptop when attached to AC power, but it will not charge a new battery. Which of the following is the MOST likely problem?

- A. Faulty AC adapter
- B. Button board has failed
- C. Loose DC jack
- D. Faulty charging circuit

Answer: D

QUESTION: 131

A user states their laptop will not stay on unless they hold the AC adapter plug in a certain position. Which of the following is the MOST likely cause?

- A. Failing AC adapter
- B. Loose DC jack
- C. Faulty CMOS battery
- D. System is not connected to a UPS

Answer: B

QUESTION: 132

A user states that they could connect to their home wireless network with their laptop and now they cannot. Which of the following is the MOST likely issue?

- A. The user forgot their WPA key.
- B. The user disabled the WiFi adapter with the hardware or software switch.
- C. Windows Zero Configuration service has been set to disabled in the Services Snap-In.
- D. The wireless NIC is disabled in the BIOS.

Answer: B

QUESTION: 133

A customer states that their laptop battery is not charging and it will not power on with the AC adapter. Which of the following would the technician use to check the AC adapter?

- A. Multimeter

- B. Ground fault tester
- C. Power supply tester
- D. Toner probe

Answer: A

QUESTION: 134

A technician has installed a maintenance kit on a laser printer and replaced all consumables. Which of the following should the technician do NEXT?

- A. Reset the page count.
- B. Disconnect the power.
- C. Connect the communications cable.
- D. Install the toner cartridge.

Answer: A

QUESTION: 135

A user reports that their Windows XP machine restarts automatically on boot and the screen flashes blue for half a second. Which of the following allows a technician to capture the error code?

- A. Press F8 and select Boot into Safe Mode.
- B. Insert Windows install disc and go to Recovery Console.
- C. Use Windows install disc to perform hardware diagnostics.
- D. Press F8 and select Disable Automatic Restart on System Failure.

Answer: D

QUESTION: 136

A user states that their Windows XP computer is running extremely slowly. It has a P4 3.2GHz processor and 256MB of RAM. A technician opens Task Manager and sees that CPU usage is at 25% and PF Usage is at 314MB. Which of the following is MOST likely the cause?

- A. The processor is overloaded.
- B. Not enough physical RAM installed.
- C. The dust in the system fans is causing the system to overheat.

D. Page File is set too high.

Answer: B

QUESTION: 137

A hard drive set as a dynamic disk is moved from one Windows computer to another. None of the disks are seen in My Computer. Which of the following tools would be BEST to start troubleshooting?

- A. DirectX Diagnostics
- B. Disk Management MMC Plug-in
- C. NET USE
- D. System Configuration Utility

Answer: B

QUESTION: 138

Upon trying to print, a computer gives the error that the printer spooler service is not started. Which of the following tools could be used to restart the printer spooler service? (Select TWO).

- A. Printer Properties
- B. Services MMC Plug-in
- C. Computer Management
- D. Disk Management MMC Plug-in
- E. Device Manager

Answer: B,C

QUESTION: 139

Shortly after the Press Ctrl-Alt-Delete to login screen appears in Windows XP, a user gets the error One or more services failed to start. Which of the following locations could be accessed to identify the service that did not start and attempt to start the service manually? (Select TWO).

- A. Computer Management
- B. Services MMC Plug-in
- C. Event Log

- D. Task Manager
- E. System Configuration Utility

Answer: A,B

QUESTION: 140

A user reports they would like to install a larger HDD but is not sure what type to buy. The user wants the technician to check and verify the type of HDD needed. The technician opens the case and looks at the HDD connectors they see a single thin cable with L shaped connectors. Which of the following HDD types should the technician tell the user to purchase?

- A. SCSI
- B. SATA
- C. UDMA
- D. PATA

Answer: B

QUESTION: 141

A new firewall was installed on a system and since then a remote user has been unable to reach the file server. Which of the following should the technician verify is setup on the new firewall?

- A. Domain Name System (DNS)
- B. Port forwarding
- C. Dynamic Host Configuration Protocol (DHCP)
- D. Automatic Private Internet Protocol Addressing (APIPA)

Answer: B

QUESTION: 142

Which of the following ping switches would be used to ping continuously until manually stopped?

- A. -l
- B. -t
- C. -a
- D. -f

Answer: B

QUESTION: 143

A device driver is not loading properly. If Boot Logging has been turned on, which of the following files will list the drivers that load on startup?

- A. INDEX.DAT
- B. BOOT.INI
- C. NTBTLOG.TXT
- D. AUTOEXEC.BAT

Answer: C

QUESTION: 144

A user wants to upgrade their CPU. They currently have a processor from vendor A, but the user wants to purchase a different vendors CPU. Which of the following will MOST likely need to be upgraded in order to support a CPU from a different manufacturer?(Select TWO).

- A. Surge protector
- B. Computer case
- C. Heatsink / cooling fan
- D. Power supply
- E. Motherboard

Answer: C,E

QUESTION: 145

A client would like to utilize NTFS permissions to restrict access to the payroll folder. The clients rights are assigned as follows:

Accountant's Full control Administrative Assistants Read Managers Read & execute The client selects deny on all share permissions to ensure that only NTFS permissions are used. The next day, the accountants report they are unable to access the payroll folder. Which of the following is the cause?

- A. The deny was selected on all share permissions.
- B. The accountants are members of the Users group.
- C. The accountants should have been given list folder contents permissions in addition to full control.
- D. The accountants must be members of the Managers and Administrative Assistants groups as rights are cumulative.

Answer: A

QUESTION: 146

A user is having printing issues and receives an error message that the print spooler is not running. Which of the following methods can be used to start the print spooler?

- A. In the Control Panel, select System Properties, click the Advanced Tab, under Startup and Recovery select Settings, select the Automatically restart option.
- B. In the Control Panel, select Administrative Tools, select Services, click on the Print Spooler service and select start.
- C. In the Printers and Faxes folder, right click the affected printer and select Properties, click on the Advanced tab and select the Print directly to the printer option.
- D. In the Printers and Faxes folder, right click the affected printer and select Properties, click on the Advanced tab and select the Spool print documents so program finishes printing faster option.

Answer: B

QUESTION: 147

Which of the following will restore the BIOS after a failed update? (Select TWO).

- A. Fix the MBR
- B. Replace the BIOS chip
- C. Restore from backup
- D. Update the file system to NTFS
- E. Reformat the drive

Answer: B,C

QUESTION: 148

Members of which of the following groups are able to run legacy and certified applications, but do not have full system permissions in Windows XP?

- A. Administrators
- B. Guests
- C. Users
- D. Power Users

Answer: D

QUESTION: 149

Which of the following tools can a technician use to determine whether changes should be made to Increase security?

- A. Windows Update
- B. chkntfs
- C. MBSA
- D. Event Viewer

Answer: C

QUESTION: 150

A technician manually configured a device, which of the following icons in device manager would represent this?

- A. A green ? over the icon
- B. A Blue I on a white field
- C. A red X over the icon
- D. A black ! on a yellow field

Answer: B

QUESTION: 151

A user is experiencing system instability since upgrading to Windows XP Professional. After troubleshooting, the technician states it is a driver incompatibility issue. Which of

the following Windows utilities allows a technician to monitor and troubleshoot digital driver signatures?

- A. verify
- B. chkntfs
- C. diskcomp
- D. sigverif

Answer: D

QUESTION: 152

Which of the following directory paths is the default profile folder for User1 in Windows Vista?

- A. C:\Documents and Settings\User1
- B. C:\Users\User1
- C. C:\User1
- D. C:\Documents and Settings\Users\User1

Answer: B

QUESTION: 153

Which of the following directory paths is the default profile folder for User1 in Windows XP?

- A. C:\Documents and Settings\Users\User1
- B. C:\Users\User1
- C. C:\User1
- D. C:\Documents and Settings\User1

Answer: D

QUESTION: 154

Which of the following directory paths is the default profile folder for User1 in Windows 2000?

- A. C:\Users\User1
- B. C:\User1

- C. C:\Documents and Settings\Users\User1
- D. C:\Documents and Settings\User1

Answer: D

QUESTION: 155

A technician needs to add a second processor to the empty socket on a computers motherboard. Which of the following should be used?

- A. A processor of equal speed to CPU 0
- B. A processor of less speed to CPU 1
- C. A processor of less speed than CPU 0
- D. A processor of equal speed to CPU 1

Answer: A

QUESTION: 156

A technician needs to add a second processor to a computers motherboard. In which of the following sockets must the processor be installed?

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

Answer: C

QUESTION: 157

A technician has completed a computer repair by editing the registry. Which of the following should the technician do NEXT?

- A. Explain the problem to the customer and how it was corrected.
- B. Ensure all features of the system are functioning.
- C. Communicate upgrade recommendations to the customer.
- D. Create a new registry file to save the registry changes.

Answer: B

QUESTION: 158

User 1 would like to setup an account for User 2 on their computer. User 2 cannot have access to the User 1s files and cannot change system settings. Which of the following should a technician recommend to User 1?

- A. Use the built-in Guest account and set personal files to private.
- B. Create a user called Guest and set them as a Limited User.
- C. Create a user called Visitors and set them as a Power User.
- D. Use the built-in system account ASP.NET and rename it to Guest.

Answer: A

QUESTION: 159

Which of the following is the only guaranteed way to get rid of a virus or malware?

- A. Run a high powered magnet over the hard drive and RAM.
- B. Use an industry accepted antivirus program.
- C. Manually remove all entries of the virus from the registry.
- D. Format the drive and reload the system.

Answer: D

QUESTION: 160

A customer states that they can access all LAN resources but cannot access the Internet. Which of the following is the MOST likely cause?

- A. Firewall is blocking port 8080
- B. Incorrect proxy settings
- C. Incorrect IP address
- D. DNS server is down

Answer: B

QUESTION: 161

A user states they cannot eject the CD/DVD tray from their laptop to get a CD out. Which of the Following could the user do to effectively remove the CD?

- A. Remove the CD/DVD drive from the laptop and disassemble the drive.
- B. Remove the bezel and pull the CD out with needle-nose pliers.
- C. Press manual release button with paperclip.
- D. Use Windows Key + E.

Answer: C

QUESTION: 162

A technician replaced a laptop motherboard with an identical model and now wireless networking is not working. Which of the following is the MOST likely cause?

- A. The technician failed to connect the antenna wires to the WiFi card.
- B. The RAM frequency is interfering with the WiFi signal.
- C. The WiFi drivers are not compatible with the new motherboard.
- D. The wireless ribbon cable was accidentally cut when connecting the palm to the rest of the frame.

Answer: A

QUESTION: 163

Which of the following is the MOST important reason to select the proper wattage power supply for a computer?

- A. The power supply must have enough wattage to run all system hardware simultaneously.
- B. The power supply must have the proper wattage for the country in which it will be used.
- C. The power supply must have the proper wattage for the outlet it will be plugged into.
- D. The power supply must have enough wattage to create a draw equal to other devices on the same circuit.

Answer: A

QUESTION: 164

A laptop screen is extremely faint when booting. There is no backlight but the image appears to be on the screen. Which of the following is the BEST step to follow next?

- A. Check if the battery was recently replaced with a third party battery.
- B. Find and replace the faulty RAM module that has left the system short on memory.
- C. Replace the power adapter because it is not supplying enough power for the backlight on the display.
- D. Check if the computer manufacturer uses a separate power inverter for the screen.

Answer: D

QUESTION: 165

A user is reporting that after replacing the toner cartridge on the laser printer it has started to produce print jobs with dirty spots around the page. Which of the following is the MOST likely cause of the problem?

- A. The new toner cartridge is bad and should be replaced.
- B. The new toner cartridge was not calibrated to the printer and should be.
- C. The laser scanner assembly needs to be recalibrated for the new toner cartridge.
- D. The printer page count needs to be reset.

Answer: A

QUESTION: 166

Which of the following can be used to have applications and scripts run at regular intervals?

- A. Task Scheduler
- B. Task Manager
- C. System Configuration Utility
- D. Performance Monitor

Answer: A

QUESTION: 167

A user is trying to watch a high definition movie on a computer with a built-in DVD drive. Which of the following is the MOST likely reason that the user cannot watch the movie?

- A. Blu-Ray discs are not compatible with DVD drives.
- B. The disc is damaged and needs to be replaced.
- C. The monitor does not support high definition resolution.
- D. The DVD codec has not been installed.

Answer: A

QUESTION: 168

A user reports they keep getting the error message missing or corrupt dll when logging into Windows. Which of the following can the technician do to resolve this issue?

- A. Start>Run>type chkdsk /r>ok
- B. Start>Run>type sfc /scannow>ok
- C. Start>Run>type cmd>ok>type sfc>enter
- D. Start>Run>type sfc>ok

Answer: B

QUESTION: 169

A user has a wireless network with four PCs and wants to add three more wireless PCs to a location that has poor signal strength. Which of the following devices would the technician add to the network?

- A. Access Point
- B. Hub
- C. Firewall
- D. Switch

Answer: A

QUESTION: 170

Which of the following devices can be configured to also be an access point?

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

Answer: B

QUESTION: 171

A user wants to record an over-the-air TV broadcast on their computer. Which of the following devices should the technician recommend?

- A. Tuner card
- B. PCIe graphics card
- C. Capture card
- D. High end video controller

Answer: A

QUESTION: 172

A user has a PC displaying the message No Operating System Found and the user hears a clicking noise. Which of the following devices should the technician check FIRST?

- A. Hard drive
- B. Internal speaker
- C. Case fans
- D. DVD-ROM

Answer: A

QUESTION: 173

A user has bought a faster CPU and the manufacturer says it is compatible with their system. The PC does not boot up after installing the new CPU. Which of the following actions should the technician have performed prior to installing the new CPU?

- A. Install an updated firmware on the BIOS.
- B. Remove the RAM before installing the CPU.
- C. Update the OS before installing the CPU.
- D. Install the driver for the new CPU.

Answer: A

QUESTION: 174

Which of the following would have to be disabled on a PC if a user wants to assign a static IP address on that PC?

- A. SSID
- B. MAC filtering
- C. DHCP
- D. DNS

Answer: C

QUESTION: 175

A technician wants domain group policy changes on a Windows XP computer to immediately propagate. Which of the following commands should the technician use?

- A. rsop.msc
- B. gpresult
- C. gpupdate /force
- D. gpedit.msc

Answer: C

QUESTION: 176

Which of the following Windows XP commands can be used to repair the BOOT.INI file?

- A. fixboot
- B. edit win.ini
- C. ren boot.ini
- D. bootcfg /rebuild

Answer: D

QUESTION: 177

A technician suspects a computer has a virus, which of the following BEST describes the FIRST action to take?

- A. Download the latest antivirus update and perform a full system scan.
- B. Reboot into Safe Mode and perform a full system scan.
- C. Disconnect the computer from the network.
- D. Reboot into the Last Known Good Configuration.

Answer: C

QUESTION: 178

A user is unable to connect a digital video camera up to a PC to transfer photos. Which of the following expansion cards should MOST likely be installed to resolve this?

- A. SCSI adapter card
- B. IEEE 1394 card
- C. TV Tuner card
- D. NIC

Answer: B

QUESTION: 179

A user wants to purchase a new laptop. Which of the following would be compatible with the widest selection of media types?

- A. Blu-Ray
- B. CD-ROM
- C. SuperDrive
- D. DVD

Answer: A

QUESTION: 180

A user reports that an important file has been quarantined by the antivirus program. The technicians should advise them the file has been:

- A. permanently removed from the computer for their protection.
- B. emailed to the antivirus vendor for further analysis.
- C. cleaned of all potentially dangerous infections and remains in its original location.
- D. copied to a safe location and can be recovered using the antivirus program.

Answer: D

QUESTION: 181

When using FTP to transfer files which of the following is used to retrieve a file from a remote server?

- A. xcopy
- B. copy
- C. move
- D. get

Answer: D

QUESTION: 182

A user gets an error that the SQL service is not started. Which of the following can the technician do to start the service? (Select TWO).

- A. Start>Programs/Accessories/System Tools/Scheduled Tasks>Services>Start
- B. Control Panel>System>Advanced Tab>Startup and Recovery>Settings>Automatically Restart in SystemStartup
- C. Control Panel>Administrative Tools>Services>SQL service>start
- D. Run prompt, type msconfig>Startup Tab>enable the SQL application to start
- E. My Computer>Manage>Services and Applications>Services>SQL service>start

Answer: C ,E

QUESTION: 183

A company has had a high number of laptops stolen in the past three months. Which of the following is the BEST solution for the company to implement to protect the data on their laptops?

- A. Implement and install an antivirus solution on all company assets.
- B. Implement a domain policy that forces the use of complex passwords throughout the company.
- C. Implement a VPN solution for all associates that use laptops.
- D. Implement and install a drive encryption program on all company assets.

Answer: D

QUESTION: 184

Which of the following permissions can be assigned when giving shared folder permissions but not when assigning NTFS permissions?

- A. Full Control
- B. Read
- C. Write
- D. Change

Answer: D

QUESTION: 185

A customer would like to assign the My Documents folder to a separate volume within C: drive. Which of the following would be the BEST method to accomplish this goal?

- A. Use a foreign disk.
- B. Use a dynamic disk database.
- C. Use a mounted folder.
- D. Use an encrypted folder.

Answer: C

QUESTION: 186

A customer wants to install a new writable optical drive. They have a very large collection of files and want the new drive to be able to archive. Which of the following drive technologies would allow them to archive their collection using the fewest disks?

- A. CD-RW
- B. Blu-Ray
- C. DVD-DL
- D. DVD-RW

Answer: B

QUESTION: 187

A user needs to use the IP address to connect to a remote device. Which of the following command line tools will determine the IP address using the hostname of a remote device?

- A. msconfig
- B. nslookup
- C. telnet
- D. netstat

Answer: B

QUESTION: 188

When troubleshooting a network connectivity issue, which of the following commands can BEST determine the IP address of the remote device that is causing the problem?

- A. ipconfig
- B. nslookup
- C. tracert
- D. find

Answer: C

QUESTION: 189

A customer has asked a technician to configure a RAID array that will provide data protection using the fewest number of disks. The computer has room for two additional drives. Which of the following RAID levels should be configured?

- A. RAID Level 0
- B. RAID Level 1
- C. RAID Level 3
- D. RAID Level 5

Answer: B

QUESTION: 190

A user has installed a new firewall and wants to allow only web traffic. They have allowed port 80 on the firewall. When they test the connection they are unable to get to the secure websites. Which of the following should they configure to enable browsing to secure websites?

- A. Change the port from 80 to 25.
- B. Allow port 110.
- C. Configure a static IP address.
- D. Allow port 443.

Answer: D

QUESTION: 191

A user reports that Drive Manager is showing a newly installed drive as a foreign drive. Which of the following is MOST likely the cause of this warning message?

- A. The drive is a basic disk moved from another system.
- B. The drive type is incompatible with the current operating system.
- C. The drive is a dynamic disk moved from another system.
- D. There is less than 10MB of space available for the dynamic disk database.

Answer: C

QUESTION: 192

A user reports that browser windows keep opening on their own after the user has closed their browser. Which of the following is occurring?

- A. SPAM
- B. Worms
- C. Phishing
- D. Pop-ups

Answer: D

QUESTION: 193

A storm occurred overnight and a user is having a problem turning on a workstation. The technician has determined power to the monitor is good when plugged into the same power strip as the workstation. Which of the following is the BEST tool to use?

- A. Cable tester
- B. Multimeter
- C. Loop back cable

D. Power supply tester

Answer: D

QUESTION: 194

The technician backed-up users data for use on a new workstation. The user has reported that the workstation only allows a save as on this data. Which of the following is the MOST likely cause?

- A. Corrupt files
- B. File system is incorrect
- C. Read only permissions
- D. Modify permissions

Answer: C

QUESTION: 195

Which of the following operating systems uses BitLocker to encrypt files on the hard drive?

- A. Microsoft Windows Vista Enterprise
- B. Microsoft Windows Vista Home
- C. Microsoft Windows 2000
- D. Microsoft Windows XP

Answer: A

QUESTION: 196

Which of the following operating systems uses Sync Center for offline file control?

- A. Microsoft Windows Vista Enterprise
- B. Microsoft Windows 2000
- C. Microsoft Windows Vista Home
- D. Microsoft Windows XP

Answer: A

QUESTION: 197

A user wants to connect to a cellular network with a laptop while traveling. The laptop has an internal cellular network card that is activated through the provider. Which of the following is the MOST likely reason that the card is not visible to the operating system?

- A. Wireless zero configuration service is stopped.
- B. Cellular card is disabled in the BIOS.
- C. The laptop does not provide enough power for the cellular card.
- D. The portable workstation is not joined to a domain.

Answer: B

QUESTION: 198

When printing a document an out of memory error is displayed on the printer. Which of the following is MOST likely the issue?

- A. The printer drivers need to be reinstalled.
- B. The network card drivers need to be reinstalled.
- C. The printer network card is not functioning.
- D. The file is too large for the printer.

Answer: D

QUESTION: 199

A virus has been detected on a workstation. When the technician tries to manually delete the virus it is reported as in use by another application. Which of the following should be done FIRST to be able to delete the virus?

- A. Format the hard drive.
- B. Boot in Safe Mode to remove.
- C. Use System Restore.
- D. Reinstall antivirus software.

Answer: B

QUESTION: 200

A user notices that the workstation's mouse pointer is moving by itself and is executing files. Which of the following is the BEST solution for the user to do?

- A. Reboot the workstation every time it happens.
- B. Call a security technician to report.
- C. Replace the keyboard.
- D. Replace the mouse.

Answer: B

QUESTION: 201

A user notices that the workstation is performing slowly and is populating .eml files after connecting to the network. The user has been disconnected for over two months. Which of the following is the MOST likely cause of the issue?

- A. Hard drive is failing.
- B. Network card needs to be reinstalled.
- C. Network cable is bad.
- D. Outdated signature files allowed a virus attack.

Answer: D

QUESTION: 202

A powered on workstation will not show a monitor display and there are no beep codes. Which of the following is the MOST likely cause?

- A. The RAM is not seated properly.
- B. The jumper is set to clear the BIOS settings.
- C. The IDE cable is not plugged in.
- D. The processor is not seated properly.

Answer: B

QUESTION: 203

A new processor is released and the motherboard manufacturer states that it will be supported. When starting up the workstation with the newly installed processor, multi-beep codes are generated. Which of the following is the MOST likely cause?

- A. The RAM needs to be replaced.

- B. The BIOS needs to be updated.
- C. The hard drive needs to be replaced.
- D. The power supply needs to be replaced.

Answer: B

QUESTION: 204

A client has a problem with one of the workstations serial ports. Which of the following tools will diagnose the problem?

- A. Loop back plug
- B. Crossover cable
- C. Power supply tester
- D. Cable tester

Answer: A

QUESTION: 205

A technician attempts to run chkdsk, but the system cannot locate it in the \Winnt\System32 or \Windows\System32 folders. Which of the following should the technician do to perform the chkdsk function?

- A. Run Boot.ini file from the Windows Recovery Disk.
- B. Run Autochk.exe from the Windows Installation Disk.
- C. Run /? From the Recovery Console to find CHKDSK folders.
- D. Run CHKDSK with the /p switch from the System32 folders.

Answer: B

QUESTION: 206

A printer is suddenly not printing using Windows XP. Which of the following is the BEST procedure to get the printing restarted?

- A. Delete the printer drivers and restart the spooler service.
- B. Examine the print queue, stop and then restart the spooler service.
- C. Examine printer and faxes folder and check event log then start spooler service.
- D. Delete the printer drivers, then delete and reload spooler service.

Answer: B

QUESTION: 207

A client has noticed a grinding sound along with a vibration when they use their PC. Which of the following will solve the clients problem?

- A. Add a heat sink to the power supply.
- B. Relocate the workstation.
- C. Replace the power supply.
- D. Add a heat sink to the fan.

Answer: C

QUESTION: 208

Which of the following BEST describes a front side bus (FSB)?

- A. Connects the SDRAM to the CPU, measured in KHz
- B. Connects the processor to the main memory, measured in MHz
- C. Connects the L2 cache with the main memory, measured in MHz
- D. Connects the card slots to the RAM, measured in MHz

Answer: B

QUESTION: 209

A customer reports that all printouts from their laser printer are smeared. Which of the following is the MOST likely cause?

- A. The print process is too fast.
- B. The feed roller needs to be replaced.
- C. The printer drivers need to be updated.
- D. The fuser is not working properly.

Answer: D

QUESTION: 210

After a printhead change, a user reports poor print quality on their inkjet printer. Which of the following should the technician do to resolve this issue?

- A. Change the printhead again.
- B. Change the paper.
- C. Perform a printhead alignment test.
- D. Install the latest drivers from the manufacturer.

Answer: C

QUESTION: 211

In which of the following locations does Windows Vista create the user profiles?

- A. %systemdrive%\Windows\Users
- B. %systemdrive%\My Profiles
- C. %systemdrive%\Users
- D. %systemdrive%\Documents and Settings

Answer: C

QUESTION: 212

In which of the following locations is the Windows Vista local user settings found?

- A. %userprofile%\AppData\Local
- B. %systemdrive%\Documents and Settings
- C. %systemdrive%\My Profile
- D. %userprofile%\Program Files

Answer: A

QUESTION: 213

Which of the following command line tools in Windows Vista is used for disk management?

- A. Diskpart
- B. Format
- C. SFC
- D. Fdisk

Answer: A

QUESTION: 214

A customer using a laptop states several letters and numbers (e.g. W,E,S,D,X,C,2,3) are not properly working on the keyboard. Which of the following is the NEXT step to resolve the issue?

- A. Order a new keyboard to replace the existing keyboard.
- B. Provide the customer a PC motherboard to use.
- C. Clean the keyboard out with a can of compressed air and solvent.
- D. Ensure the keyboard ribbon is firmly plugged into the motherboard.

Answer: D

QUESTION: 215

A customer states they cannot connect to a recently installed access point which is located just around the corner from their office. An elevator and a wiring closet are the only things between the customer and the access point. Which of the following BEST explains why the customer has no access?

- A. The customer is using a draft 802.11n card.
- B. There is too great a distance between the access point and the customer.
- C. There is too much electrical interference for the signal.
- D. The access point has not been configured properly.

Answer: C

QUESTION: 216

A technician is installing a wireless access point for a customer that wants to ensure only certain laptops are able to connect to the access point. Which of the following would BEST meet the customers needs?

- A. Configure a MAC filter for the permitted laptops.
- B. Configure the access point to disable the SSID.
- C. Disable the DHCP function of the access point.
- D. Limit the DHCP scope of addresses to be distributed.

Answer: A

QUESTION: 217

A technician purchases and installs a replacement motherboard for an older system. Which of the following should the technician do after the installation?

- A. Install Windows.
- B. Update firmware.
- C. Apply Windows updates.
- D. Update the power supply.

Answer: B

QUESTION: 218

New software has been installed on a workstation and now the workstation is not functioning properly. The user tried to uninstall the software to return the system back to normal but that did not work. Which of the following would be the BEST method to resolve the problem?

- A. Use System Restore to restore the system to the point before the software was initially installed.
- B. Use Start in Debugging Mode to find and resolve the conflicts.
- C. Use Last Known Good Configuration to resolve the problems.
- D. Use SysEdit to remove any remaining pieces of the software.

Answer: A

QUESTION: 219

If a technician wants to evaluate a computer's detailed statistics, which of the following is the BEST utility to view this information?

- A. MSCONFIG
- B. Performance Monitor
- C. Event Viewer
- D. Task Manager

Answer: B

QUESTION: 220

A technician attempts to convert the E drive to a dynamic disk; however, the option to convert is not available. Which of the following is the MOST likely cause? (Select TWO).

- A. The host computer is a portable computer.
- B. USB devices cannot be converted to a dynamic disk.
- C. The BIOS of the host computer needs to be updated.
- D. The driver for the disk needs to be updated.
- E. System disks cannot be converted to a dynamic disk.

Answer: A,B

QUESTION: 221

Two employees share a computer. The computer has a locally attached USB printer. Both users are local administrators of the computer. Both employees login under their own accounts. Employee A can print with no issue; however, employee B cannot. No error messages are reported. Which of the following is MOST likely the problem?

- A. Employee B is using a faulty USB cable.
- B. Employee B does not have permission to print to the local printer.
- C. Employee B needs to update the printer driver.
- D. Employee Bs profile is set to use a virtual printer as the default printer.

Answer: D

QUESTION: 222

A user reports a problem when trying to access any network resource. The ipconfig utility reports an address of 169.254.0.10, and there is no default gateway. Which of the following is the MOST likely problem?

- A. The users password has expired.
- B. The default gateway needs to be configured to 169.254.0.1.
- C. The DHCP server is unavailable.
- D. The user does not have the appropriate network permissions.

Answer: C

QUESTION: 223

Which of the following are used by the Windows operating system to resolve FQDNs? (Select TWO).

- A. LMHOSTS file
- B. DNS
- C. HOSTS file
- D. WINS
- E. NetBIOS

Answer: B,C

QUESTION: 224

A user reports their LCD monitor has failed and replaces it with a CRT. On boot up, the monitor displays POST, but displays an Out of range message when the GUI starts to load. Which of the following methods should the technician use to resolve the problem?

- A. Replace the video card.
- B. Update the graphics card driver.
- C. Start the PC in Enable VGA Mode; reboot after login in normal mode.
- D. Update the BIOS and then reboot in Last Known Good Configuration.

Answer: C

QUESTION: 225

A user reports that they cannot access a file on the local D drive of their PC. This is a non-system/ non-boot drive. The technician needs to run chkdsk without rebooting the system. Which of the following methods will meet this goal?

- A. From the command line, run chkdsk utilizing the /f switch.
- B. From the command line, run chkdsk utilizing the /x switch.
- C. Use the diskpart utility with the select option.
- D. Use the Disk Management console to dismount the D drive and run chkdsk.

Answer: B

QUESTION: 226

A technician needs to configure a PC with two fixed disk drives for optimal performance. The system is built from a standard image and no data is stored locally. Which of the following RAID settings should be used?

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

Answer: A

QUESTION: 227

A user reports they are unable to install an application on their PC. They are a member of the local Power Users group. They do not receive an error message, but they are prompted to reboot to complete the installation. After rebooting, the application is still not installed. How should the application be installed?

- A. A local administrator must install the application.
- B. Instruct the user to install the application in Compatibility Mode.
- C. Instruct the user to upgrade the Windows Installer application on the PC. Install the application after the upgrade is complete.
- D. Run chkdsk with the /f switch, and then install the application.

Answer: A

QUESTION: 228

A technician needs to add a hard drive to a PC. The drive needs to support a transaction log requiring up to 3Gbps transfer speed. Which of the following storage types will meet this requirement?

- A. SATA v2
- B. SCSI II
- C. SATA
- D. PATA

Answer: A

QUESTION: 229

A user reports that they cannot access network resources. The technician checks the users IP address and notices that the user has an APIPA address instead of a DHCP issued IP address. Which of the following commands will resolve this so that the user can properly access network resources?

- A. Run nslookup set type=ns
- B. Run ipconfig /release then ipconfig /setclassid
- C. Run ping t then ipconfig /flushdns
- D. Run ipconfig /release then ipconfig /renew

Answer: D

QUESTION: 230

A travel agency operates as a small home business. They would like to allow wireless access for two new laptops within their existing secured wired network. Which of the following additional equipment will the owner need to purchase to have connectivity to the existing network?

- A. Hub
- B. Broadband router
- C. Phone modem
- D. Wireless access point

Answer: D

QUESTION: 231

A user reports that they are unable to print to a shared network printer. Other users are able to print to the same printer with no problems. Which of the following is the MOST likely solution?

- A. Replace the users network cable.
- B. Power cycle the printer.
- C. Assign a new IP address to the printer from within the computers configuration menu.
- D. De-select Pause Printing from within the Printer menu on the users computer.

Answer: D

QUESTION: 232

Shortly after a technician installed additional RAM in a users Windows 2000 workstation, the computer became stuck in a reboot loop. Which of the following will MOST likely restore the computers normal operation?

- A. De-select the Automatically reboot checkbox located within the System Failure options.
- B. Upgrade the computers processor to ensure it is compatible with the new memory.
- C. One or more of the new memory modules are faulty and should be removed or replaced.
- D. Windows 2000 system files have become corrupt and the operating system must be reinstalled.

Answer: C

QUESTION: 233

A user reports they are unable to access the Internet. The technician attempts to ping 127.0.0.1, which fails. Which of the following is the MOST likely source of the problem?

- A. The network card in the users computer has failed.
- B. The local network is down.
- C. The user is not correctly authenticating with their ISP.
- D. The remote website is down.

Answer: A

QUESTION: 234

While troubleshooting a network connection issue on a Windows XP workstation, a technician would like to see a list of all available network commands. Which of the following commands should the technician type?

- A. netstat
- B. net view
- C. net use
- D. net help

Answer: D

QUESTION: 235

A technician installs 8GB of RAM into a computer. The memory is properly detected by the system BIOS; however, the System Properties applet is reporting less than 4GB. Which of the following BEST describes the cause of this discrepancy?

- A. The computer has a 64-bit version of Windows XP installed.
- B. The computers operating system must be upgraded to Windows Vista.
- C. The computer has a 32-bit version of Windows XP installed.
- D. One or more of the RAM modules is faulty and should be replaced.

Answer: C

QUESTION: 236

Which of the following cable types should a technician use to support a 1Gbps SOHO LAN?

- A. CAT1
- B. CAT3
- C. CAT5
- D. CAT6

Answer: D

QUESTION: 237

Which of the following profiles are automatically created by Windows XP during installation? (Select TWO).

- A. Default User
- B. Domain User
- C. User.dat
- D. Ntuser
- E. All Users

Answer: A,E

QUESTION: 238

A Windows XP system stops booting with the error message NTLDR is missing. Which of the following is the BEST resolution for this problem?

- A. fixmbr
- B. Perform a clean install of Windows XP.
- C. fixboot
- D. Format and restore the system.

Answer: C

QUESTION: 239

During boot, a technician gets the error message Windows could not start because of a computer disk hardware configuration problem. Which of the following is the MOST likely cause of this message?

- A. Improper jumper configuration
- B. Fragmented hard drive
- C. BOOT.INI deleted
- D. Boot sector corruption

Answer: C

QUESTION: 240

A technician would like to install a new primary SATA drive into a computer. Which of the following scenarios BEST describes the physical setup required for this task?

- A. Mount the SATA drive into an available 3.5 drive bay. Connect a 40-pin data cable to the drive, being careful to ensure the colored stripe on the ribbon cable is correctly positioned next to pin 1 on the drive. Connect the other end of the data cable to a 40-pin connector on the motherboard. Connect an available 15-pin power connector to the drive.
- B. Configure the hard drives jumper to set the drive as primary. Mount the SATA drive into an available 3.5 drive bay. Connect one end of a data cable to the drives signal connector, and the other to any available SATA connector on the motherboard. Connect an available 15-pin power connector to the drive.
- C. Mount the SATA drive into an available 3.5 drive bay. Connect one end of a data cable to the drives signal connector, and the other to the SATA 0 connector on the motherboard. Connect an available 15-pin power connector to the drive.
- D. Configure the hard drives jumper to set the drive as primary. Mount the SATA drive into an available 3.5 drive bay. Connect a 40-pin data cable to the drive, being careful to ensure the colored stripe on the ribbon cable is correctly positioned next to pin 1 on the drive. Connect the other end of the data cable to a 40-pin connector on the motherboard. Connect an available 4-pin power connector to the drive.

Answer: C

QUESTION: 241

A user recently purchased an 802.11g-capable laptop, but reports their network connection speed is much slower than expected. The technician notes that while the users wireless signal strength is excellent, they are connected at just 11Mbps. Which of the following BEST describes the cause of the problem?

- A. The software drivers for the users wireless network card need to be upgraded.
- B. The user is located too far away from the nearest wireless access point.
- C. The user is connected to an 802.11b wireless access point.
- D. The user has entered an incorrect WPA encryption key.

Answer: C

QUESTION: 242

A user reports they have forgotten their BIOS password and is unable to boot their system. Which of the following describes the BEST method to correct this problem?

- A. Remove the system RAM for 15 minutes in order to clear the systems memory.
- B. Unplug the computer for 15 minutes in order to clear CMOS memory.
- C. Reinstall Windows XP and configure new passwords.
- D. Set the CMOS jumper on the motherboard to clear.

Answer: D

QUESTION: 243

A user reports that their computer will no longer boot and is displaying a non-system disk or disk error message. While troubleshooting the problem, the technician notices a scraping noise within the PC when it is powered on. Which of the following BEST describes the problem?

- A. The internal hard drive has failed and needs to be replaced.
- B. Antivirus software must be run in order to clean the system from infection.
- C. Windows must be reinstalled in order to reinitialize the hard drive.
- D. An internal data cable is loose and needs to be re-secured to the hard drive.

Answer: A

QUESTION: 244

A technician has removed spyware from a users computer. Which of the following commands would BEST verify that all system files are intact and in their original versions?

- A. sfc
- B. msinfo32
- C. chkdsk
- D. msconfig

Answer: A

QUESTION: 245

A technician is determining the baseline system requirements for new computers that their company is going to purchase. Which of the following system utilities should the technician run on the users existing PCs to help anticipate future system resource requirements?

- A. Event Monitor
- B. Group Policy Update
- C. Performance Monitor
- D. User Access Control

Answer: C

QUESTION: 246

Which of the following BEST describes the general meaning of a warning in one of the Event Viewer logs?

- A. An Informational message on successful or failed audit actions.
- B. An issue that will not prevent the basic function of the computer.
- C. An informational message from the Windows Firewall.
- D. An urgent issue that warns the user through a screen pop-up.

Answer: B

QUESTION: 247

Which of the following steps will allow a technician to disable the prompting of the requirement for digital signatures of newly installed device drivers?

- A. Use the driverquery utility with the /v switch.
- B. Apply the compatws security template to the computer.
- C. Install an unsigned driver. Select Install Anyway.
- D. System properties>Hardware>Driver Signing>Select ignore

Answer: D

QUESTION: 248

Which of the following actions creates a mount point?

- A. Use the convert utility to convert the system partition from FAT32 to NTFS.
- B. Format a new drive and mount it without assigning a drive letter.
- C. Map a new drive to an NTFS folder hosted by a different volume.
- D. Reformat a drive in NTFS.

Answer: C

QUESTION: 249

Which of the following commands would provide a list of all local active TCP/IP connections?

- A. netsh show
- B. nbtstat -A
- C. netstat -a
- D. netstat -r

Answer: C

QUESTION: 250

A technician is waiting for a user to power on their PC to begin troubleshooting a problem. The computer name is PC1. Which of the following commands can the technician run that will continuously check if the system is reachable?

- A. ping -a PC1
- B. ping -t PC1
- C. tracert PC1
- D. tracert -h PC1

Answer: B

QUESTION: 251

Which of the following commands will remove the read only, hidden, archive and system attributes from a file named test.doc?

- A. attrib test.doc /d
- B. attrib test.doc -all
- C. attrib test.doc /r /a /s /h
- D. attrib test.doc -r -a -s -h

Answer: D

QUESTION: 252

A user reports that a PC boots to the error message Missing NTLDR. Which of the following problems could cause this error? (Select TWO).

- A. The C:\Windows\Repair\software file is missing or corrupt.
- B. The system partition is corrupt.
- C. The boot.ini file has been deleted.
- D. The hard drive has completely failed.
- E. The C:\Windows\System32\config\software file is missing or corrupt.

Answer: B,C

QUESTION: 253

Which of the following actions should a technician take when the Service Control Manager reports, one or more services failed to start? (Select TWO).

- A. Uninstall the last application that was installed.
- B. Restore the system to the most recent restore point.
- C. Check Event Viewer to determine which service did not start.

- D. Run services.msc to see the state of each service listed.
- E. Run the sfc utility to check for unsigned drivers.

Answer: C,D

QUESTION: 254

A user reports they cannot access the Internet. The technician has verified the users browser settings. The users PC has a static IP configuration. Which of the following is the NEXT step the technician should take?

- A. Check the DNS server addresses and verify they are current.
- B. Make sure the Windows Firewall and ICS is disabled.
- C. De-select QoS in the TCP/IP properties page.
- D. Disable any active antivirus software and see if it resolves the problem.

Answer: A

QUESTION: 255

A technician is tracing a cable from a desk back to a patch panel in the wiring closet. The cables are not labeled. Which of the following tools would BEST trace the cable?

- A. Loop back plugs
- B. Induction toners
- C. Wire fish tape
- D. Cable tester

Answer: B

QUESTION: 256

When configuring a wireless access point, which of the following options would BEST disable guest access?

- A. Dynamic IP addressing
- B. Enable MAC address filtering
- C. Disable the SSID broadcast
- D. Enable DHCP

Answer: B

QUESTION: 257

A technician has properly setup a workgroup with multiple Windows XP and Vista PCs. The Windows Vista users report they are unable to see other PCs in the workgroup. The technician has tested connectivity with the ping command and all replied. Which of the following is MOST likely the cause of this problem?

- A. The Firewall is enabled.
- B. The location type is currently PUBLIC.
- C. The location type is currently WORK.
- D. The location type is currently HOME.

Answer: B

QUESTION: 258

Which of the following commands is used to delete the entire contents of drive D: quickly?

- A. format c: /a:512
- B. format d: /c
- C. format d: /x
- D. format d: /q

Answer: D

QUESTION: 259

A Windows XP machine will only boot up and display the command prompt. The technician needs to modify the boot.ini file. Which of the following commands would be used?

- A. net boot.ini
- B. dir boot.ini
- C. edit boot.ini
- D. format boot.ini

Answer: C

QUESTION: 260

Unauthorized changes are being made to the customer's router. Which of the following would MOST likely be the cause?

- A. The username and password are set to default.
- B. The router is faulty and needs replaced.
- C. The SSID needs to be hidden.
- D. The firmware needs to be upgraded.

Answer: A

QUESTION: 261

A customer wants to purchase a new motherboard that supports SLI. Which of the following will the new motherboard need to be able to do?

- A. Support several hard drives in a RAID.
- B. Support multiple PCIe display adapters.
- C. Support more than 4GB of memory.
- D. Support more than one power supply.

Answer: B

QUESTION: 262

While using Windows Vista, a technician needs to access the Advanced Windows Firewall configuration page. Which of the following commands should the technician use?

- A. wf.msc
- B. eventvwr.msc
- C. more.exe
- D. fpmmc.msc

Answer: A

QUESTION: 263

Which of the following BEST controls the amount of virtual memory in a Windows XP system?

- A. Device Manager

- B. System Cache
- C. System Properties, Advanced, Performance
- D. System BIOS

Answer: C

QUESTION: 264

Which of the following is the BEST response upon seeing a STOP error in Windows XP?

- A. Boot to the Event Viewer to see what is logged.
- B. Use the Recovery Console immediately.
- C. Use msconfig to see the error message.
- D. Write all of the error message down immediately.

Answer: D

QUESTION: 265

When installing a small office home office (SOHO) network, which of the following can a technician configure to hide wireless networks from unauthorized users and attackers?

- A. Enable SSID broadcast
- B. Disable SSID broadcast
- C. WPA
- D. WEP

Answer: B

QUESTION: 266

Which of the following is an example of a hardware firewall?

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

Answer: B

QUESTION: 267

Which of the following is true regarding the number of volumes that can be created on a basic disk?(Select TWO).

- A. Using NTFS, the limit is sixty-four.
- B. Using FAT32, the limit is thirty-two.
- C. Without extended partitions, the limit is four.
- D. Using either FAT or NTFS, the limit is three.
- E. With extended partitions, there is no limit.

Answer: C,E

QUESTION: 268

A customer reports their system will not boot up. A technician determines the problem is a corrupt master boot record. Which of the following must be done to run the repair?

- A. Start the computer in Safe Mode, Command Prompt only, and run fixmbr.
- B. Use the recovery console to run the fixmbr utility.
- C. Boot to the Windows ERD, run fixmbr.
- D. Run fixmbr in safe mode.

Answer: B

QUESTION: 269

A PC's system time is always incorrect until logging in to the PC. Which of the following is the MOST likely problem?

- A. The BIOS is set with the incorrect time.
- B. The CMOS battery needs to be replaced.
- C. The Windows Regional Settings are incorrect.
- D. The Windows Time Service is disabled.

Answer: B

QUESTION: 270

The performance tab of Task Manager shows two CPUs. The system only has one physical CPU. Which of the following is the MOST likely cause?

- A. The BIOS needs to be updated with a current microcode.
- B. In Device Manager, an ACPI multiprocessor driver is loaded instead of a uni-processor driver.
- C. The system had two CPUs when it was built; one was later removed.
- D. The chipset includes hyperthreading support.

Answer: D

QUESTION: 271

A technician is told to configure all new PCs to support Wake on LAN (WOL). After upgrading the NIC to support WOL, the system still does not respond to a WOL call. Which of the following steps needs to be taken to support WOL?

- A. Update the NIC drivers.
- B. Upgrade the power supply to a WOL compatible device.
- C. In the BIOS, enable Bus Mastering.
- D. In the BIOS, enable WOL.

Answer: D

QUESTION: 272

In NTFS file permissions, which of the following permissions is an option?

- A. Read & Write
- B. Modify
- C. Write & Execute
- D. Change

Answer: B

QUESTION: 273

Which of the following is the FIRST step after a clean Windows XP Installation?

- A. Install the Chipset Drivers.
- B. Check the Device Manager.
- C. Update the BIOS.
- D. Install the Customer Software Application.

Answer: A

QUESTION: 274

Which of the following will provide the GREATEST security for a WiFi network on a Windows XP workstation?

- A. WEP
- B. WEP2
- C. WPA
- D. WPA2

Answer: D

QUESTION: 275

A customer reports that the laptop screen turns all red then goes all blue when moving the LCD hinge. Which of the following is the BEST description of the problem?

- A. The video card drivers need to be reinstalled.
- B. The motherboard is faulty.
- C. The LCD is faulty.
- D. The LCD cable is pinched.

Answer: D

QUESTION: 276

A technician wants to avoid the possibility of mixing and losing screws when working on a laptop. Which of the following is the BEST solution for the technician?

- A. Work with another technician to avoid any mishaps.
- B. Let the manufacturer disassemble the laptop.
- C. Find the proper manufacturer documentation.

D. Reference the laptop with another laptop.

Answer: C

QUESTION: 277

A new firewall was installed and a customer reports that they can receive email but cannot send email. Which of the following protocols is being blocked?

- A. SNMP
- B. IMAP
- C. SMTP
- D. POP3

Answer: C

QUESTION: 278

A technician notices that after Windows Vista loads, the antivirus software does not start properly. Which of the following is the problem?

- A. The antivirus service is set to automatic.
- B. The antivirus service is disabled.
- C. Windows Defender service is set to automatic.
- D. Windows Defender service is disabled.

Answer: B

QUESTION: 279

A technician has installed new hardware and is experiencing bluescreens on a Windows Vista workstation. Which of the following tools can be used to narrow down the issue?

- A. Driver Verifier Manager
- B. Windows Defender
- C. Event Viewer Security Log
- D. Windows Restore

Answer: A

QUESTION: 280

A customer reports that a home wireless network is slow after the completion of the new apartment building nearby. Which of the following is the MOST secure solution for the problem?

- A. Change the SSID.
- B. Disable DHCP.
- C. Update the firmware.
- D. Enable MAC filtering.

Answer: D

QUESTION: 281

A technician has installed a faster CPU into a machine. When they boot the machine the POST shows that the new CPU is not running faster. Which of the following should be configured?

- A. Legacy device support
- B. Clock multiplier
- C. Memory shadowing
- D. Cache size

Answer: B

QUESTION: 282

Which of the following is the purpose of RAID 0?

- A. Increases the number of applications that can be run simultaneously
- B. Provides faster network speeds to improve Internet searches
- C. Provides increased resolution so larger monitors can be supported
- D. Increases read/write speed

Answer: D

QUESTION: 283

Which of the following adapter cards is MOST likely to require an additional power connector to operate properly?

- A. AGP graphics card
- B. PCI-X SCSI card
- C. PCIe graphics card
- D. PCI sound card

Answer: C

QUESTION: 284

A user reports that they can hear downloaded music and sounds through their computer speakers. Music CDs cannot be heard when played in the local CD-ROM drive except by plugging headphones into the jack on the front of the drive. Which of the following will MOST likely resolve the issue?

- A. Update the sound card driver to a newer version.
- B. Update the CD-ROM drivers.
- C. Replace the damaged music CD.
- D. Connect an audio cable between the drive and the sound card.

Answer: D

QUESTION: 285

Which of the following commands will display the local routing table?

- A. ipconfig /all
- B. netstat -nr
- C. verify on
- D. find /n

Answer: B

QUESTION: 286

A computer has the below network configuration:

IP Address: 192.168.1.5

Subnet mask: 255.255.255.0

Which of the following is the default gateway for the computer?

- A. 192.168.1.1
- B. 192.168.1.255
- C. 127.0.0.1
- D. 0.0.0.1

Answer: A

QUESTION: 287

A customer wants to guard against Spyware on a Windows Vista workstation. Which of the following default programs is installed for this purpose?

- A. Windows Firewall
- B. User Account Control
- C. Windows Defender
- D. Local policy editor

Answer: C

QUESTION: 288

In a Windows Vista workstation, a user reports that after installing a well-known Internet application certain network features do not function. Which of the following is MOST likely the issue?

- A. Windows Defender has quarantined the application.
- B. Windows Registry is corrupt.
- C. Windows Phishing Filter is turned on.
- D. Windows Firewall is blocking the port.

Answer: D

QUESTION: 289

A user wants to prevent certain individuals from using the Internet throughout the day in Windows Vista. Which of the following tools can be used to perform this action?

- A. Parental Controls
- B. User Account Control
- C. Windows Firewall

D. Windows Defender

Answer: A

QUESTION: 290

A user wants to track websites that certain individuals are going to throughout the day on Windows Vista. Which of the following tools can be used to perform this action?

- A. Windows Defender
- B. Windows Firewall
- C. Parental Controls
- D. User Account Control

Answer: C

QUESTION: 291

A user wants to ensure that when they connect to a public Wi-Fi network that they are protected against attackers. Which of the following settings will help in preventing intrusion in Windows Vista?

- A. Enable Wireless Zero Configuration Service
- B. Enable Public location
- C. Enable Windows Defender
- D. Enable Home location

Answer: B

QUESTION: 292

Which of the following is the cause if a user types in the letters U, I and O and displayed on the screen are the figures 4, 5 and 6 on a laptop?

- A. Disable the Sticky Keys.
- B. The keyboard is faulty and needs to be replaced.
- C. Toggle the NUM lock key.
- D. The keyboard driver should be updated.

Answer: C

QUESTION: 293

A technician has been tasked with setting up mirrored disk storage on a Windows XP computer. Which of the following should be installed FIRST?

- A. RAID controller and three drives
- B. RAID controller and two drives
- C. Two basic disks and Windows XP
- D. RAID drivers during the OS install

Answer: B

QUESTION: 294

After replacing a processor, which of the following would be the NEXT step in reassembly?

- A. Power the system to check the new processor.
- B. Install the processor heat sink.
- C. Apply thermal compound to the chip.
- D. Install the processor cooling fan.

Answer: C

QUESTION: 295

A user reports that the video on their computer has gone out. After determining that the onboard video is bad, a technician needs to install a new video card. Which of the following would support a new video card installation? (Select TWO).

- A. A RAMBUS slot
- B. An S-Video connector
- C. An AGP slot
- D. A Slot A connector
- E. A PCIe slot

Answer: C,E

QUESTION: 296

A technician is replacing a defective DVD drive. After installing the new device, the BIOS does not recognize the DVD drive. Which of the following is MOST likely the solution?

- A. Install the drivers for the new drive.
- B. Change the jumper settings on the drive.
- C. Replace the SCSI cable to the drive.
- D. Replace the defective new drive.

Answer: B

QUESTION: 297

Windows XP Professional was remotely installed on a workstation overnight. The next day, the customer states the workstation is attempting to reinstall the OS again. Which of the following actions should be taken to use the installed OS?

- A. Press F8 to go to the Advanced Startup Options and select Boot Windows Normally.
- B. Reinstall the OS adding the /s option to the command (e.g. setup.exe /n /s).
- C. Go to the BIOS and change the boot order to use the hard drive.
- D. Use RegEdit32 to edit the registry's GUI_run_once option.

Answer: C

QUESTION: 298

A customer brings in their computer the day after a storm stating they are unable to dial into their ISP and a strange smell is coming from the computer; everything else works normally. Which of the following should be the NEXT step to resolve the issue?

- A. Re-install the ISP connection software.
- B. Replace the modem.
- C. Re-install the driver for the modem.
- D. Enable the modem in the Device Manager.

Answer: B

QUESTION: 299

When booting Windows, check disk comes up and runs a scan only on drive E. The PC still boots and shows no signs of any errors or other problems. No installations or other software changes have been made. Which of the following is the MOST likely cause?

- A. The PC was not shutdown properly.
- B. A thumb drive is connected to the PC.
- C. A DVD disc is present in the DVD drive.
- D. The CPU is overheating.

Answer: B

QUESTION: 300

A user has a toolbar installed that appears to be connected to Spyware. Which of the following is the BEST way to remove it?

- A. Go into the BIOS and disable the toolbar.
- B. Boot using the Last Known Good Configuration option.
- C. Boot into Safe Mode and remove browser helper objects.
- D. Go into the BIOS and run a virus scan.

Answer: C

QUESTION: 301

Most laptops have two PCMCIA slots that are stacked on top of each other with no separator in between. Which of the following does this accommodate? (Select TWO).

- A. One Type II card
- B. Two Type II cards
- C. One Type III card
- D. Three Type I cards
- E. Two Type III cards

Answer: B,C

QUESTION: 302

During the disinfection process, to eliminate a virus from inserting itself into the system restore point which of the following is the BEST solution?

- A. Disable System Restore.
- B. Monitor System Restore.
- C. Update System Restore.
- D. Enable System Restore.

Answer: A

QUESTION: 303

A technician needs to access the files stored on the primary partition of a networked computer named ALPHA. The user of that computer has not setup any shared files or folders. Which of the following is an administrative share?

- A. \\ALPHA\Primary
- B. \\ALPHA\C\$
- C. \\ALPHA\C
- D. \\ALPHA

Answer: B

QUESTION: 304

A technician is installing a NIC into a users computer. The technician knows the MAC address but does not have the driver. Which of the following will BEST help the technician identify the manufacturer of the NIC card?

- A. The first octet of the MAC address.
- B. The first three octets of the MAC address.
- C. The last octet of the MAC address.
- D. The last three octets of the MAC address.

Answer: B

QUESTION: 305

A stop error message Unable to locate component is on a users machine. The message displays right after POST. Which of the following is the MOST likely cause of this issue?

- A. Corrupt MBR
- B. System file corruption
- C. Boot sector virus
- D. BOOT.INI file is configured incorrectly

Answer: B

QUESTION: 306

A user reports their system is displaying an error message NTLDR is missing. Which of the following is the MOST likely cause for this error?

- A. BOOT.INI file is configured incorrectly
- B. Corrupt MBR
- C. Boot sector virus
- D. System file is missing components

Answer: B

QUESTION: 307

A users machine is hanging right after the Windows splash screen occurs. The mouse cursor tracks, but the system is otherwise unresponsive. Which of the following is the MOST likely cause of this problem?

- A. Device driver issues
- B. Corrupt MBR
- C. Failed control set
- D. Boot sector virus

Answer: A

QUESTION: 308

Which of the following BEST explains the purpose of safe mode?

- A. Allows booting even though MBR is corrupt
- B. Allows a system to boot into a shell
- C. Allows boot sector failures to continue to boot
- D. Boots the OS with minimum drivers

Answer: D

QUESTION: 309

Which of the following BEST explains the error message Check boot path and disk hardware?

- A. BOOT.INI file is corrupt
- B. MBR is corrupt
- C. Boot sector has a virus
- D. Multi-boot configuration is corrupt

Answer: A

QUESTION: 310

Which of the following BEST explains the purpose of the Windows Recovery Console?

- A. Allows a system to boot into a limited shell with command line functions.
- B. Allows a technician to fix most issues through the MBR.
- C. Allows access to all directories on the system.
- D. Fixes the device driver issues.

Answer: A

QUESTION: 311

Which of the following commands will allow a technician to change a FAT32 file system to an NTFS file system?

- A. xcopy
- B. edit
- C. convert
- D. format

Answer: C

QUESTION: 312

Which of the following PING command switches will not stop until the technician tells it to?

- A. -l
- B. -t
- C. -r
- D. -a

Answer: B

QUESTION: 313

A technician has received a Windows XP PC for repair with the following boot error Unmountable boot volume. Which of the following is the FIRST procedure that should be tried to correct the problem?

- A. Boot into the recovery console and run chkdsk /r
- B. Boot into the recovery console and run fixboot
- C. Reinstall the OS
- D. Restore the PC from the most recent system restore point

Answer: A

QUESTION: 314

A technician is sent to configure a wireless small office home office (SOHO) network in an urban area. Which of the following utilities can the technician disable to help prevent unauthorized users on the network?

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

Answer: D

QUESTION: 315

A client is having wireless network connection problems. The technician has determined that the location has a dead spot due to a concrete wall. Which of the following can the technician do to resolve the issue?

- A. Install a switch to reach the location.
- B. Add an access point.
- C. Upgrade the hardware's firmware.
- D. Increase the signal power on the wireless NIC.

Answer: B

QUESTION: 316

A client is having problems with creating file shares on the network. Which of the following groups **MUST** the client be a member of to create shares?

- A. Everyone
- B. Remote Desktop Users
- C. Users
- D. Power Users

Answer: D

QUESTION: 317

Which of the following commands allows the technician to find where packets are being lost on the network?

- A. nslookup
- B. tracert
- C. ipconfig
- D. msconfig

Answer: B

QUESTION: 318

Which of the following commands will show print and file shares on a PC?

- A. ipconfig
- B. edit
- C. msconfig
- D. net view

Answer: D

QUESTION: 319

Which of the following commands allows a technician to scan protected files and check the files version?

- A. nslookup
- B. sfc
- C. dir
- D. chkdsk

Answer: B

QUESTION: 320

A client states that their Internet browser is running slow and there are multiple windows popping up onto the desktop. Which of the following is the BEST procedure to perform to resolve these issues?

- A. Update anti-virus and malware software and scan.
- B. Restore the system to the previous restore point.
- C. Reinstalling the OS.
- D. Run a disk defragmentation.

Answer: A

QUESTION: 321

A technician is upgrading an internal IDE drive in a laptop. Which of the following HDD types is the technician MOST likely using?

- A. PATA
- B. SATA
- C. Solid state
- D. RAID

Answer: A

QUESTION: 322

A technician has a work order to replace a failing hard drive on a PC. The PC is in an environment with constant vibration and dust. Which of the following hard drive types should the technician use as a replacement?

- A. SATA
- B. IDE
- C. PATA
- D. Solid state

Answer: D

QUESTION: 323

A technician is troubleshooting a PC that will not turn on. The technician has determined that the PC is on a known good power outlet. Which of the following should the technician check NEXT?

- A. Heat sink
- B. Case fan
- C. Power supply
- D. CMOS battery

Answer: C

QUESTION: 324

Which of the following tools should a technician use when replacing a motherboard in a PC?

- A. Power supply tester
- B. Multimeter
- C. Extension magnet
- D. Anti-static wrist strap

Answer: D

QUESTION: 325

A technician replaced an internal wireless card in a laptop. The card appears to be installed correctly in Device Manager, but is not able to view available wireless networks. Which of the following is MOST likely the problem?

- A. The wireless card is not compatible with the operating system.
- B. No drivers are installed for this WLAN card.
- C. Internal antennas not connected.
- D. WLAN card is not seated properly.

Answer: C

QUESTION: 326

A technician is installing a wireless small office home office (SOHO) network and wants to hide the network visibility for security purposes. Which of the following should the technician configure to accomplish this task?

- A. Turn off SSID broadcast.
- B. Turn off WEP encryption.
- C. Turn off WPA encryption.
- D. Turn off DHCP service.

Answer: A

QUESTION: 327

Which of the following utilities would a technician use to verify that a sound card is correctly installed on a PC?

- A. Task Manager
- B. Device Manager
- C. Disk Manager
- D. Performance Monitor

Answer: B

QUESTION: 328

Which of the following system utilities will run when a technician types mstsc in the command prompt?

- A. Remote Desktop
- B. Disk Manager
- C. Task Scheduler
- D. Task Manager

Answer: A

QUESTION: 329

A technician would like to have a program start automatically during a specific time. Which of the following utilities would the technician use?

- A. Task Manager
- B. Task Scheduler
- C. Event Viewer
- D. System Information

Answer: B

QUESTION: 330

A technician is troubleshooting a PC that is experiencing poor performance. Which of the following would be the BEST place for the technician to view the amount of RAM installed on the PC?

- A. Task Manager
- B. System Information
- C. Device Manager
- D. System Monitor

Answer: B

QUESTION: 331

A technician is replacing a heatsink. Which of the following will the technician MOST likely use to complete this job?

- A. Thermal compound

- B. Multimeter
- C. Power supply tester
- D. Extension magnet

Answer: A

QUESTION: 332

A technician installed a new motherboard. Which of the following steps should the technician take NEXT?

- A. Update the BIOS.
- B. Replace the PATA drive.
- C. Replace the system memory.
- D. Change the CMOS battery.

Answer: A

QUESTION: 333

A technician is installing a video card on a PC that currently has an onboard video card. The new video card is installed but will not display an image. Which of the following actions is required?

- A. Increase the VRAM on the new graphic card.
- B. Replace the LCD monitor.
- C. Change the jumper settings on the motherboard.
- D. Disable the integrated video card.

Answer: D

QUESTION: 334

Which of the following tools would a technician use to reassign a drive letter?

- A. Device Management
- B. System Information
- C. Check Disk
- D. Disk Management

Answer: D

QUESTION: 335

A technician is using msconfig and the OS does not recognize this as a valid command. Which of the following operating systems is the technician troubleshooting?

- A. Windows 2000
- B. Windows XP Pro
- C. Windows Vista
- D. Windows XP Home

Answer: A

QUESTION: 336

A technician is searching for a user's documents. The profile path that the documents were located was C:\Users\Username. Which of the following operating systems is installed on this workstation?

- A. Windows Vista
- B. Windows Media Center
- C. Windows 2000
- D. Windows XP

Answer: A

QUESTION: 337

Which of the following is the BEST utility to use when mounting a hard disk as a folder in a Windows XP Professional machine?

- A. Partition Manager
- B. Format C:
- C. Disk Manager
- D. FDISK

Answer: C

QUESTION: 338

In Windows XP, where is setuplog.txt located?

- A. C:\Program files
- B. C:\Documents and Settings
- C. C:\Windows\system
- D. C:\Windows

Answer: D

QUESTION: 339

Which of the following utilities, in Windows, can be configured to perform automatic disk defragmentation?

- A. Task Scheduler
- B. Disk Defragmenter Tool
- C. Task Manager
- D. Disk Manager

Answer: A

QUESTION: 340

Which of the following files are required to start Windows XP boot process?

- A. Ntldr, boot.ini and ntdetect.com
- B. IO.sys, boot.ini and ntboot.sys
- C. IO.sys, Msdos.sys and boot.sys
- D. Config.sys, msconfig.sys and boot.ini

Answer: A

QUESTION: 341

A technician is troubleshooting a computer infected by a virus. After the technician is finished cleaning the drive, the technician should educate the customer on preventing further attacks by suggesting:

- A. the customer purchases a router and configures it to prevent virus attacks.
- B. the customer use the anti-virus software that came with the computer, update the software once per year, and do not use email in order to prevent infection.

- C. the customer purchase anti-virus software, update the anti-virus software frequently, and not to open any emails unless familiar with the sender.
- D. using anti-spam software, update the anti-spam software frequently, and not to open any emails unless familiar with the sender.

Answer: C

QUESTION: 342

The customer wants to upgrade to a newer model computer, but does not want to lose all the digital photos on the old computer. Which of the following is the QUICKEST way for the technician to move the photos?

- A. Copy the photos to a USB drive and copy to the new computer.
- B. Move the photos to a CD-R and copy to the new computer.
- C. Copy the users profile to a jump drive and copy to the new computer.
- D. Save the old hard drive to the new computer and copy the files.

Answer: A

QUESTION: 343

A user would like secure file encryption on their new Windows Vista Enterprise PC. The user informs the technician that they do not wish to spend extra money on a solution. Which of the following is the BEST recommendation for the technician to make to the user?

- A. Turn on and configure Network Access Protection.
- B. Turn on and configure ReadyBoost.
- C. Turn on and configure BitLocker.
- D. Turn on and configure Offline Files and Folders.

Answer: C

QUESTION: 344

A user reports that they cannot install a new hard drive they purchased online. After further questioning, the technician finds out that the new hard drive is a solid state disk and the users PC is more than eight years old, currently running Windows 2000. Which of the following is the MOST likely reason the user cannot complete the upgrade?

- A. Solid state drives use an RPM which is too high for legacy workstations.
- B. The PC only has FDD ports available for expansion, not the needed IDE ports.
- C. A Windows 2000 PC can only use one active hard drive at a time.
- D. The PC only has IDE ports available for expansion, not the needed SATA ports.

Answer: D

QUESTION: 345

A technician is sent out to troubleshoot a Windows XP Media Center PC being used in a customer's enclosed home theatre. The customer describes symptoms of random system shutdowns, especially when the PC is being used to record media or watch lengthy high definition videos. Which of the following is the MOST likely cause of the issues?

- A. The small space is causing overheating.
- B. The screen resolution is not set to support high definition video content.
- C. The system does not have enough RAM and needs to be upgraded.
- D. The media content being watched is not compatible with Windows XP.

Answer: A

QUESTION: 346

A customer is experiencing screen issues on their aging laptop. The technician discovers that the laptop has a tendency to decrease/increase screen brightness without user intervention, and sometimes it completely loses screen brightness. There is however, a faint image on the laptop screen when this occurs. Which of the following is the MOST likely cause of the symptoms?

- A. LCD power inverter
- B. LCD video cable
- C. LCD panel
- D. LCD video card

Answer: A

QUESTION: 347

A customer wants to purchase a FireWire-based external hard disk drive. Which of the following ports is needed on the machine to be able to utilize such a device?

- A. eSATA
- B. USB 2.0
- C. Parallel
- D. IEEE 1394

Answer: D

QUESTION: 348

A user reports that even though their anti-virus program is detecting and removing viruses on their system, the malware returns after successive restarts on their Windows Vista machine. The user has restarted the machine four times already. Which of the following suggestions should the technician make to help resolve the situation without any data loss?

- A. Have the user boot into Safe Mode by tapping F1 before Windows loads, and run the anti-virus scan once again.
- B. Have the user boot into Safe Mode by tapping F8 before Windows loads, and run the anti-virus scan once again.
- C. Have the user insert the Windows Vista CD and start a reinstallation of the OS.
- D. Ask the user to run another anti-virus scan, but this time change the date/time beforehand to overwrite the malware so it can be permanently removed.

Answer: B

QUESTION: 349

A user reports that their Windows XP PC booted to a desktop which is presented with very rough colors and poor detail on all images displayed. Which of the following is the MOST likely cause and solution of the problem?

- A. The LCD screen has an inverter which is starting to fail; the technician should recommend a new screen.
- B. The color depth is set too low. Open the System Properties dialog box and set the Color Quality setting to Highest (32bit.)
- C. The video card is starting to fail, and the technician should recommend that the component be replaced as soon as possible.
- D. The color depth is set too low. Open the Display Properties dialog box and set the Color Quality setting to Highest (64bit).

Answer: D

QUESTION: 350

An end user reports that a new disc they purchased will not play on their machine. The user states this new disc is a movie, but they have never had any issues watching movies purchased in the past. Which of the following is the MOST likely cause for the users problems?

- A. The computer does not have software installed capable of playing the movie.
- B. The optical drive needs to have its firmware upgraded to play the DVD.
- C. The new movie is a Blu-ray disc and not compatible with the PC.
- D. The new movie is in high definition and not compatible with the PC.

Answer: C

QUESTION: 351

A user reports that their new pair of headphones is not working properly. The technician asks where the headphone cable is plugged into on the PC, and the user responds by merely saying it was a round pink jack. Which of the following is the MOST likely cause of the issue?

- A. The user plugged the headphones into the microphone jack.
- B. The user needs to adjust their volume settings in Windows as the headphone volume is probably muted or set very low.
- C. The headphones are correctly installed and the user needs to get replacement headphones from the manufacturer.
- D. The user plugged the headphones into a COM jack.

Answer: A

QUESTION: 352

Users are reporting that a Vista feature asks them for confirmation before running most applications or making system changes. Which of the following is the name of this Vista feature and where should the technician direct users to turn the functionality off?

- A. User Account Control; it can be turned off under Security in the Control Panel.
- B. Security Center; it can be turned off in the Services MMC snap-in.
- C. User Account Control; it can be turned off under User Accounts in the Control Panel.
- D. Windows Firewall; it can be turned off under System Properties.

Answer: C

QUESTION: 353

A technician receives a call from a laptop user that recently purchased a new wireless router. The user claims the laptop cannot connect to the new wireless router. The technician finds out that the router is an 802.11g model and the customer's laptop has an 802.11a wireless card installed. Which of the following should the technician recommend?

- A. The customer's wireless card is not compatible with the new router; they need to have a newer FireWire card installed.
- B. All 802.11a wireless cards can work in 802.11g mode by changing software setting in the cards properties area.
- C. The customer's wireless card is not compatible with the new router; they need to have a newer 802.11g card installed.
- D. The wireless card is compatible with the new router but needs to have newer drivers installed.

Answer: C

QUESTION: 354

A user's laptop PC fails to boot and gives a message of invalid boot device on the screen. Each successive reboot gives the same message. The technician finds that the user has no floppy drive connected to the PC; however, they have a USB flash drive, a USB printer, and a FireWire camera connected to the laptop. Which of the following is the MOST likely explanation for this problem?

- A. The laptop is configured to boot from the flash drive; the user should be instructed to remove the flash drive and reboot the laptop.
- B. the BIOS on the laptop is corrupt and needs to be flashed via a boot disk utility.
- C. The laptop is configured to boot from the FireWire camera; the user should be instructed to remove the camera and reboot the laptop.
- D. The laptop is configured to boot from the USB printer; the user should be instructed to remove the USB printer and reboot the laptop

Answer: A

QUESTION: 355

A technician has installed a new wireless access point on an existing small office home office (SOHO) network with WPA security. All wireless computers connect to the new network except one computer that repeatedly asks for the key. Which of the following is the problem?

- A. The MAC filter is not configured correctly.
- B. The SSID is not correct.
- C. The pass phrase is not correct.
- D. The SSID is not broadcasting.

Answer: C

QUESTION: 356

A technician installed a new wireless access point on an existing small office home office (SOHO) network with a selective security option enabled. All wireless computers connect to the new network except one computer that cannot connect the wireless network. Which of the following is the cause?

- A. The network uses MAC filtering.
- B. The network uses WEP.
- C. The network uses SSID broadcast.
- D. The network uses WPA.

Answer: A

QUESTION: 357

A technician is replacing a wireless router on an existing small office home office (SOHO) network. The SSID, WPA and DHCP information has been correctly added. Which of the following must also be addressed?

- A. The administrative password needs to be changed.
- B. The TKIP option needs to be enabled.
- C. The WEP key needs to be changed.
- D. Wireless access points need to be added.

Answer: A

QUESTION: 358

A technician uses DHCP for all computers on the network and static IP addresses for all printers on the network. Which of the following will enforce this policy?

- A. Exclude the computers IP addresses from the DHCP scope.
- B. Exclude the printers IP addresses from the DHCP scope.
- C. Add the computers to the address pool in the DHCP scope.
- D. Add the printers to the address pool in the DHCP scope.

Answer: B

QUESTION: 359

The Accounting Department reports that their new program runs on all computers except two. Which of the following logs will have the MOST information about this problem?

- A. Applications log
- B. Security log
- C. System log
- D. C:\Windows\setup.log

Answer: A

QUESTION: 360

A technician suspects a virus has infected a users Windows XP Professional computer. Which of the following is the proper course of action?

- A. Disable System Restore, update virus definitions, restart in Safe Mode, run full scan.
- B. Disable System Restore, update virus definitions, restart in Last Known Good Configuration, run full scan.
- C. Disable System Restore, update virus definitions, restart in Last Known Good Configuration, run quick scan.
- D. Disable System Restore, update virus definitions, restart in Safe Mode, run quick scan.

Answer: A

QUESTION: 361

Which of the following utilities is used to perform a selective startup procedure?

- A. SFC
- B. MSCONFIG
- C. CONF
- D. SIGVERIF

Answer: B

QUESTION: 362

On a Windows XP Professional computer, several service fails to start messages appear. Which of the following service property tabs would be viewed to verify service requirements?

- A. General
- B. Dependencies
- C. Recover
- D. Log On

Answer: B

QUESTION: 363

Which of the following commands is used to review and repair protected Windows XP files?

- A. tracert
- B. chkdsk
- C. sysprep
- D. sfc

Answer: D

QUESTION: 364

Which of the following commands can be executed from the run line in Windows XP?

- A. msconfig
- B. dir
- C. copy

D. cd

Answer: A

QUESTION: 365

Which of the following commands would be used to invoke the Disk Manager utility?

- A. sfc /scannow
- B. diskmgmt.msc
- C. chkdsk
- D. diskpart.exe

Answer: B

QUESTION: 366

Which of the following GUI utilities would be used to determine the MAC address of a network card?

- A. My Computer
- B. Network Connections
- C. System Properties
- D. System Information

Answer: D

QUESTION: 367

Which of the following computer management tools would be used to analyze an application error in Windows XP?

- A. Performance Logs and Alerts
- B. Services
- C. Event Viewer

D. System Monitor

Answer: C

QUESTION: 368

Which of the following computer management tools would be used to restart the print spooler in Windows XP?

- A. Performance Logs and Alerts
- B. System Monitor
- C. Event Viewer
- D. Services

Answer: D

QUESTION: 369

A technician is replacing a hard drive with a new 30GB drive formatted with FAT32. While transferring a 5GB file an error appears indicating that the new drive has insufficient space for the transfer. Which of the following is the cause of the problem?

- A. FAT32 cannot handle single files larger than 4GB.
- B. FAT32 cannot handle single files larger than 2GB.
- C. The old drive uses NTFS and is incompatible with the new drive.
- D. The file is formatted with NTFS and is incompatible with the new drive.

Answer: A

QUESTION: 370

Which of the following procedures in a laptop would be needed to determine the type of RAM installed?

- A. Open the computers RAM compartment and inspect the labels.
- B. Open the My Computer window and verify the RAM listings.
- C. Use the My Computer Information tool located in Help and Support and verify the RAM installed.
- D. Check in the System Information tool under System Properties.

Answer: A

QUESTION: 371

Which of the following can determine the type of RAM installed in a computer?

- A. Check the manufacturers website.
- B. Check the My Computer window.
- C. Use the My Computer Information tool located in Help and Support.
- D. Check the System Information tool.

Answer: A

QUESTION: 372

A three year old laptop fails to keep the accurate time. Which of the following is the MOST likely cause?

- A. The main battery is failing.
- B. The CMOS battery is failing.
- C. The wrong amperage and voltage is being provided by the power transformer.
- D. The power supply is failing.

Answer: B

QUESTION: 373

A technician has a PC that does not recognize the USB keyboard immediately after POST. Which of the following could be the cause? (Select TWO).

- A. The PC is not using the newest operating system available.
- B. The USB plug is not seated properly.
- C. The USB keyboard is not connected to a PS/2 port.
- D. The BIOS does not show the USB keyboard in the device list.
- E. The BIOS is not configured for USB support.

Answer: B,E

QUESTION: 374

A technician is troubleshooting a PC that continuously reboots. The fan works and the heat sink is in good condition. Which of the following should the technician check NEXT?

- A. That the motherboard is compatible with the processor
- B. That the case fans are all blowing out instead of in
- C. That the BIOS recognize the processor
- D. That the proper amount of thermal paste has been applied

Answer: D

QUESTION: 375

A technician is given a computer that is very slow but has a fast processor and plenty of memory. Which of the following commands could be used for troubleshooting start-up services?

- A. msconfig
- B. chkdsk
- C. defrag
- D. fdisk

Answer: A

QUESTION: 376

Which of the following is the proper order for powering off and on network components?

- A. Computer> cable modem > router
- B. Cable modem> router> computer
- C. Cable modem> computer> router
- D. Router> cable modem> computer

Answer: B

QUESTION: 377

A technician is going to flash the BIOS on a laptop. Which of the following would the technician need to complete this task?

- A. The username and password

- B. The laptops AC adapter
- C. The CD of the operating system
- D. The laptops hard-drive

Answer: B

QUESTION: 378

Which of the following will occur if too much thermal paste is used on a processor?

- A. The thermal paste will corrode the processor.
- B. The thermal paste will insulate heat around the processor.
- C. The thermal paste will have no noticeable affect on the processor.
- D. The thermal paste will conduct more heat away from the processor.

Answer: B

QUESTION: 379

Which of the following is the MOST likely cause of the system losing the date and time after every reboot?

- A. The power supply is starting to fail.
- B. The operating system is out of date.
- C. The paging file needs to be increased.
- D. The CMOS battery is failing.

Answer: D

QUESTION: 380

Which of the following will display a list of hardware components and peripherals installed on a computer and allow a technician to enable, disable, remove or reinstall their drivers?

- A. Task Manager
- B. Control Panel
- C. Add/Remove Programs Utility
- D. Device Manager

Answer: D

QUESTION: 381

When a computer is powered on, after POST it states No boot partition found. Which of the following is the MOST likely reason?

- A. The operating system needs to be updated.
- B. There is not enough room on the hard drive for an operating system.
- C. The operating system install disk is still in the optical drive.
- D. There is no operating system on the hard drive.

Answer: D

QUESTION: 382

Which of the following commands will send signals to the computers network card to see if it responds?

- A. ping microsoft.com
- B. tracert
- C. ping localhost
- D. ipconfig /all

Answer: C

QUESTION: 383

Which of the following commands will result in all data being lost on the media selected?

- A. xcopy
- B. chkdsk
- C. format
- D. net send

Answer: C

QUESTION: 384

A technician discovers that applications are running very slow. Which of the following might solve the problem?

- A. ntbackup
- B. scandisk
- C. chkdsk /r
- D. defrag

Answer: D

QUESTION: 385

A technician is asked to build a system that will resist hard drive failure due to being dropped or excessive vibration. Which of the following hard drive types would be the BEST choice?

- A. SATA hard drive
- B. Solid state drive
- C. IDE hard drive
- D. External USB hard drive

Answer: B

QUESTION: 386

A computer takes a long time to boot to the operating system because it tries to load from the optical drive first. Which of the following is the MOST likely cause?

- A. The disk in the optical drive is damaged.
- B. The boot priority is set to CD-ROM in the BIOS.
- C. The operating system needs to be updated.
- D. The BIOS needs to be flashed with the latest version.

Answer: B

QUESTION: 387

A power outage caused a computer to shut off while the operating system was running. Which of the following would a technician run to make sure the operating system was not damaged?

- A. msconfig
- B. nslookup
- C. tracert

D. chkdsk

Answer: D

QUESTION: 388

A client reports that the LCD on their laptop has no display, but outlines of the graphics can be seen from some angles and an external monitor displays will no issues. Which of the following is the MOST likely cause?

- A. LCD backlight failure
- B. Video card failure
- C. Video driver failure
- D. LCD cable failure

Answer: A

QUESTION: 389

A client reports that the cursor on their laptop moves to one corner of the screen and stays there when they try to use the keyboard joystick. Which of the following components will MOST likely need to be replaced to resolve the issue?

- A. Touchpad
- B. Motherboard
- C. Keyboard
- D. External pointing device

Answer: C

QUESTION: 390

A computer will not complete POST and a series of beeps is heard. Which of the following is the BEST material for the technician to consult?

- A. Operating system manual under the header beep codes
- B. System Schematic
- C. Manufacturers guidelines for the beep codes
- D. Search Help and Support for beeps codes

Answer: C

QUESTION: 391

A client reported that the network laser printer was not printing from the third tray. After repairing the issue, which of the following should the technician do NEXT?

- A. Print a test page from all the trays.
- B. Verify the printer is set for full duplex.
- C. Print a test page from the third tray.
- D. Have the client reboot their PC.

Answer: A

QUESTION: 392

Which of the following is the default location for user account files in Windows Vista?

- A. C:\windows\System32
- B. C:\users\public
- C. C:\users
- D. C:\documents and settings

Answer: C

QUESTION: 393

Operating system files for Windows Vista and Windows XP are located in which of the following?(Select TWO).

- A. C:\documents and settings\administrator
- B. C:\windows\system
- C. C:\users\system 32
- D. C:\winnt
- E. C:\windows

Answer: B,E

QUESTION: 394

A customer reports that their desktop PC will not maintain the correct time and date. The date and time must be set after a restart. Which of the following could be the cause of the problem?

- A. The operating system time must be synchronized online.
- B. The power supply is defective.
- C. The CMOS battery is defective.
- D. The time-zone setting is incorrect.

Answer: C

QUESTION: 395

A technician is installing an OS onto a new hard drive. The OS media is in the optical drive. Upon booting the system displays the message no operating system found. Which of the following should the technician check FIRST?

- A. Boot order in the BIOS
- B. System date and time
- C. The power supply connection
- D. The incorrect operating system disk

Answer: A

QUESTION: 396

The office printer continually errors and will not print large documents. Upon inspection the maintenance code indicates an out of memory error. Which of the following is the BEST course of action?

- A. Install more memory on the PCs connected to the printer.
- B. Replace the printer driver.
- C. Install more memory in the printer.
- D. Run a maintenance kit on the printer.

Answer: C

QUESTION: 397

A technician is installing Windows XP on a new SATA hard drive. The installation halts with a no bootable media found. Which of the following missing steps resulted in this error message?

- A. Installing the hard drive
- B. Pressing F6 during the install to load third party drivers
- C. Pressing F8 during setup to enter safe mode
- D. The hard drive jumper is incorrect

Answer: B

QUESTION: 398

A desktop computer will POST and boot to the operating system. After a few minutes the system will suddenly turn itself off. It is unable to power on again for a few minutes. The problem repeats itself. Which of the following is MOST likely the cause?

- A. The hard drive is overheating.
- B. The CPU is overheating.
- C. The memory is overheating.
- D. The operating system requires the newest updates.

Answer: B

QUESTION: 399

While powering up a desktop PC, the unit will repeat three short beeps and will not POST. Which of the following is MOST likely the problem?

- A. The memory is failing.
- B. The CPU is overheating.
- C. The hard drive is not attached properly.
- D. The operating system is not installed.

Answer: A

QUESTION: 400

A technician is upgrading memory on a laptop. Upon removing the access door the technician sees only one memory expansion slot. The documentation stated there were two. Which of the following should the technician do?

- A. Look for another expansion slot elsewhere on the unit.
- B. The documentation is incorrect. The unit cannot be upgraded. Update the documentation.
- C. The technician may install two memory chips on this slot.
- D. The technician should verify they are working on the correct unit and then update the documentation.

Answer: A

QUESTION: 401

After receiving a service has failed to start message, which of the following commands would be helpful in troubleshooting the issue?

- A. msconfig
- B. secpol.msc
- C. tskmgr
- D. services.msc

Answer: D

QUESTION: 402

Which of the following are possible solutions to the error message 'NTLDR not found'?

- A. Use the Recovery Console and command nslookup.
- B. Use the Recovery Console and command fixboot.
- C. Use the Recovery Console and command format.
- D. Use System Restore to roll back to an earlier date.

Answer: B

QUESTION: 403

Which of the following is a reason why case fans should be installed in the front of a case?

- A. It forces hot air out of the PC.
- B. The fan is easier to remove and clean.
- C. It forces cooler air into the power supply quickly.

D. It forces cooler air across the motherboard.

Answer: D

QUESTION: 404

Which of the following is the FIRST step a technician should take when installing a wireless network card?

- A. Install the wireless network card then the software
- B. Install the software then install the wireless network card.
- C. Read the manufacturers instructions.
- D. Download the latest drivers from the manufacturer's website.

Answer: C

QUESTION: 405

A technician powers on a user's PC and gets no video or POST. Which of the following is the BEST action to take to determine if this is a bad motherboard and/or CPU?

- A. Disconnect all peripherals except the hard drive, power on the PC, listen and watch for the POST.
- B. Disconnect all peripherals then power on the PC, listen and watch for the POST.
- C. Disconnect all peripherals except the CD-ROM, power on the PC, listen and watch for the POST.
- D. Remove all memory modules, power on the PC, listen and watch for the POST.

Answer: D

QUESTION: 406

Which of the following are the steps for setting up a PC to enable Remote Desktop connection in Windows XP Professional?

- A. My Computer>Manage>Expand users and groups>Remote Desktop>Add User>Choose the user that needs the connection.
- B. My Computer>Manage>Users and Groups>Groups>Remote Assistance Group>Add Users> Choose the user that needs the connection.
- C. My Computer>Properties>Remote Tab>Remote Assistance>Add User>Choose the user that needs the connection.

D. My Computer>Properties>Remote Tab>Allow Users to connect remotely to this computer> Select Remote Users.

Answer: D

QUESTION: 407

A customer has a wireless router with WEP enabled. The customer states it was working before but that they can no longer access the network or the Internet with their wireless PCs. After arriving onsite, the technician can see the SSID. The technician can access the customer's network and the Internet utilizing an Ethernet connection. Which of the following is the MOST likely cause of the problem?

- A. The DHCP has been disabled.
- B. The incorrect subnet mask is being used.
- C. The incorrect WEP is being used.
- D. The gateway has been changed.

Answer: C

QUESTION: 408

A technician is troubleshooting software that was supposed to startup when the PC powered on. The software failed to start. Which of the following should the technician use to investigate the issue?

- A. Sessions
- B. System
- C. Security
- D. Application

Answer: D

QUESTION: 409

A technician wants to disable User Account Control (UAC) in Windows Vista. How can this feature be disabled?

- A. Go to Control Panel> click User Account Control> Click Disable User Account Control> Click Continue> Clear the check box and click OK.
- B. Go to Control Panel> open User Accounts> Click Turn User Account Control On or Off> Click Continue> Clear the check box and click OK.

- C. Go to Control Panel> click User Accounts> Click Disable User Account off> Click Continue.
- D. Go to Control Panel> click User Accounts> Click Turn User Account off> Click Continue.

Answer: B

QUESTION: 410

A USB cable has a mini-USB connector on one end and two standard size connectors on the other. Which of the following is the purpose of the second connector?

- A. The second USB connector increases the power and enables functionality of the device.
- B. The second USB connector allows for the daisy-chaining of devices.
- C. The second USB allows for power sharing between two devices making the devices last longer.
- D. The second USB connector is used for redundancy.

Answer: A

QUESTION: 411

A customer requests that a technician setup a secure small office home office (SOHO) wireless network. Which of the following adds security to the network? (Select TWO).

- A. MAC filtering
- B. Disable firewall
- C. Enable SSID broadcast
- D. Enable DHCP
- E. Disable SSID broadcast

Answer: A,E

QUESTION: 412

Where in Windows XP SP2 Professional can a technician block incoming connections for programs and services?

- A. Internet Connection Sharing (ICS)
- B. Windows Firewall

- C. Device Manager
- D. Internet Control Message Protocol (ICMP)

Answer: B

QUESTION: 413

A user reports that after adding several programs and files the computer is running slower. Which of the following can a technician suggest to correct this issue?

- A. Run recovery console
- B. Run defrag
- C. Run fdisk
- D. Run chkdsk

Answer: B

QUESTION: 414

A user running Windows XP experiences a power outage without first properly closing Windows. After rebooting, which of the following utilities can the user run to scan the hard drive and automatically fix errors?

- A. dfgmgr
- B. erase /f
- C. ipconfig /flushdns
- D. chkdsk /f

Answer: D

QUESTION: 415

A user reports that a program in Windows XP is not responding. A technician remotes into the user's computer to end the process. Which of the following is used to force the program to shutdown?

- A. Msconfig
- B. Add and Remove Programs
- C. Device Manager
- D. Task Manager

Answer: D

QUESTION: 416

If the BIOS password has been lost or forgotten the technician should:

- A. attempt to reload the OS.
- B. remove the CMOS battery.
- C. attempt a brute force attack program to crack the password.
- D. reformat the hard drive and start over.

Answer: B

QUESTION: 417

The recommended time to schedule an anti-virus scan is:

- A. during time of high activity.
- B. beginning of the work day.
- C. every three to four hours.
- D. during a time of low activity.

Answer: D

QUESTION: 418

A technician is adding a new device to a system and is unable to find the driver disk. Which of the following is the BEST place to retrieve the latest drivers?

- A. A disk from an earlier model of the same equipment
- B. Manufacturer's website
- C. Through a Link from an Internet technical website
- D. Windows Update

Answer: B

QUESTION: 419

Which of the following is the maximum file size for FAT32?

- A. Two gigabytes
- B. Four gigabytes
- C. Six gigabytes

D. Five hundred megabytes

Answer: B

QUESTION: 420

A technician suspects one of the workstations in the office is infected with malware. Which of the following are symptoms of a malware infection? (Select TWO).

- A. Computer overheats and shuts off.
- B. After a period of inactivity the screen shuts off automatically.
- C. Computer will not power on.
- D. Drive light is always on even when no programs are running.
- E. Cannot perform any anti-virus updates.

Answer: D,E

QUESTION: 421

Which of the following utilities determines how many CPU resources are being used by a service?

- A. Service Manager
- B. MMC
- C. Task Manager
- D. Msconfig

Answer: C

QUESTION: 422

Which of the following utilities would the technician use to disable a service?

- A. Service Manager
- B. Task Manager
- C. Computer Management
- D. MMC

Answer: A

QUESTION: 423

A user is running defrag on a computer and the power goes out. When power is restored, which of the following is the BEST action to perform?

- A. Perform a disk cleanup
- B. Check Event Viewer for errors
- C. Turn the computer on and run `chkdsk /r`
- D. Run defrag

Answer: C

QUESTION: 424

The client sends a document to the printer. The document prints out all random characters. Which of the following should the technician check FIRST?

- A. Check the printer cartridge to make sure they are installed correctly.
- B. Check the printer's resolution settings.
- C. Check for the correct print driver.
- D. Check the format of the document.

Answer: C

QUESTION: 425

Which of the following commands will fix the master boot record?

- A. `sfc`
- B. `convert`
- C. `fixmbr`
- D. `chkdsk`

Answer: C

QUESTION: 426

Which of the following would a technician perform to cancel a print job?

- A. Disconnect the printer cable.

- B. Type net stop at the command prompt.
- C. Close the application.
- D. Click on the printer icon and select cancel.

Answer: D

QUESTION: 427

A client has returned a computer with a hard drive that has failed twice. Which of the following should the technician check in the computer?

- A. Boot partition
- B. Power supply voltages
- C. L1 cache
- D. Front side bus width

Answer: B

QUESTION: 428

A client mentions the hard drive light is on continuously, and their computer is slow. Which of the following would the technician check to determine the MOST likely cause?

- A. The operating system
- B. The amount of memory
- C. The power supply voltages
- D. The boot sequence

Answer: B

QUESTION: 429

A technician has received a BIOS update and wants to install it on a clients computer. Which of the following should be done before the BIOS update is installed?

- A. Check the amount of RAM installed.
- B. Backup the clients data onto removable media.
- C. Make sure there is enough available space on the hard drive.
- D. Check the CPU speed.

Answer: B

QUESTION: 430

A client explains their system is running slow, has trouble accessing the Internet and multiple windows are popping up on their own. Which of the following is the MOST likely cause?

- A. A virus has infected the system.
- B. Not enough memory (RAM) installed.
- C. Not enough hard drive space available.
- D. A service pack revision is needed.

Answer: A

QUESTION: 431

A technician determines a laser printer is jamming at the fusing unit. They have checked the paper path in the printer and it is clear of anything that could cause a paper jam. Which of the following is the BEST solution?

- A. Try paper from a different package of paper.
- B. Update the printer drivers in the operating system.
- C. Reboot the computer that the printer is connected to.
- D. Replace the toner cartridge.

Answer: A

QUESTION: 432

A user has noticed several clusters of dead pixels on a laptops LCD screen. The technician is called to investigate and troubleshoot the issue. Which of the following is a possible solution?

- A. Replace the video card.
- B. Degauss the LCD screen.
- C. Reconfigure the screen settings.
- D. Have the LCD screen replaced.

Answer: D

QUESTION: 433

A users laptop is constantly accessing the hard drive. Which of the following is the BEST solution?

- A. Add more RAM.
- B. Add a faster processor.
- C. Replace the motherboard with a newer version.
- D. Have the hard drive replaced.

Answer: A

QUESTION: 434

To enhance security on a Windows workstation, the default Guest group should be:

- A. disabled.
- B. used by all guests to the network.
- C. used as a template for all user accounts.
- D. deleted.

Answer: A

QUESTION: 435

A user has discovered that even though they are using the latest version of the anti-virus software, the computer is still being infected by a virus. Which of the following is the BEST solution for this problem?

- A. Replace the computer.
- B. Run chkdsk /f.
- C. Update the virus signatures.
- D. Run scandisk.

Answer: C

QUESTION: 436

Which of the following commands is used to discover a broken link in an Internet route?

- A. ping

- B. nslookup
- C. tracert
- D. net

Answer: C

QUESTION: 437

When replacing a laptops hard drive, which of the following may need to be updated?

- A. The CD drive
- B. The network drivers
- C. The system OS
- D. The system BIOS

Answer: D

QUESTION: 438

When a network service fails to start at boot-up, which of the following is the BEST solution for this?

- A. CTRL+ ALT+ DELETE and use Task Manager.
- B. Manually start the service.
- C. Reinstall the OS.
- D. Reboot the computer.

Answer: B

QUESTION: 439

When the power supply of a PC is performing erratically, which of the following can be used to determine output voltage?

- A. An oscilloscope
- B. A cable tester
- C. A multimeter
- D. A watt meter

Answer: C

QUESTION: 440

A technician is troubleshooting a PC that will not obtain an IP address from the network. The NIC is setup for automatic IP addressing. Which of the following would be the MOST likely cause?

- A. SMTP port is blocked
- B. DNS service has stopped
- C. IMAP port is blocked
- D. DHCP service has stopped

Answer: D

QUESTION: 441

A technician is troubleshooting a PC that lost connectivity to a network. Which of the following tools would the technician use to view the network card configuration?

- A. ipconfig /all
- B. telnet
- C. ping -t
- D. net use

Answer: A

QUESTION: 442

A technician is troubleshooting a PC that is blocking SMTP requests. Which of the following ports will the technician need to open?

- A. 20
- B. 25
- C. 80
- D. 443

Answer: B

QUESTION: 443

A technician is configuring a small office home office (SOHO) router to allow FTP access. Which of the following ports will the technician open?

- A. 20
- B. 25
- C. 80
- D. 443

Answer: A

QUESTION: 444

A technician is configuring a second router on a small office home office (SOHO) network. The first router is already assigning IP addresses. Which of the following should the technician perform on the second router to avoid possible IP address conflicts?

- A. Enable DNS
- B. Disable DHCP
- C. Disable WINS
- D. Enable SSID

Answer: B

QUESTION: 445

Which of the following protocols uses port 443 by default?

- A. LDAP
- B. SNMP
- C. HTTPS
- D. HTTP

Answer: C

QUESTION: 446

A technician is implementing a small office home office (SOHO) wireless network. The technician would like to have a static network. Which of the following should the technician disable on the router?

- A. DNS
- B. DHCP
- C. SSID
- D. MAC filtering

Answer: B

QUESTION: 447

Which of the following is the MOST secure wireless encryption?

- A. WPA2
- B. IPsec
- C. WPA
- D. WEP

Answer: A

QUESTION: 448

Which of the following will resolve the NTLDR is missing error during the boot process?

- A. Replace the system RAM.
- B. Reinstall the OS.
- C. Remove the hard drive buffers.
- D. Remove the floppy disk.

Answer: D

QUESTION: 449

If indexing is enabled on a local PC, which of the following will be directly affected?

- A. NTFS file system
- B. File searching
- C. Backup time
- D. HDD speed

Answer: B

QUESTION: 450

A hard drive is experiencing poor performance. Which of the following would be the BEST option to help improve read/write speeds?

- A. Reseat the power connections
- B. Disk Defragmentation
- C. Check disk tool
- D. Perform a Windows Refresh

Answer: B

QUESTION: 451

Which of the following commands would a technician use to disable startup programs in Windows XP?

- A. chkdsk
- B. msconfig
- C. ipconfig
- D. nslookup

Answer: B

QUESTION: 452

Which of the following does the ping command do?

- A. Communicates with the local drive
- B. Communicates with network devices
- C. Enables the ability to view IP address settings on the NIC
- D. Enables the ability to uninstall network devices

Answer: B

QUESTION: 453

Which of the following commands would a technician use to view the active application connections on a local PC to the network?

- A. ipconfig
- B. netstat
- C. nslookup
- D. net use

Answer: B

QUESTION: 454

A technician is trying to use the nslookup command. Which of the following needs to be installed before this command can be used?

- A. NetBIOS
- B. IPX/SPX
- C. UDP
- D. TCP/IP

Answer: D

QUESTION: 455

Which of the following components may cause a paper jam in a laser printer? (Select TWO).

- A. Formatter
- B. Faulty sensor
- C. Worn paper feed roller
- D. Defective scanner
- E. Faulty fuser

Answer: B,C

QUESTION: 456

A customer states that their laser printer keeps stating there is a paper jam but the customer does not see any paper jams. The technician inspects the printer and confirms that there is no paper jams and finds the printer does not make an attempt to pick up the paper from the tray when the print job is sent. Which of the following could be the cause?

- A. Paper pickup roller is worn
- B. Faulty sensor
- C. Paper tray
- D. Separation pad

Answer: B

QUESTION: 457

Which of the following will cause a ghost image on a printout?

- A. Problem with the developing drum
- B. Problem with the formatter board
- C. Worn pickup rollers
- D. Scanner unit is defective

Answer: A

QUESTION: 458

Which of the following wireless encryption standards would provide the HIGHEST level of security?

- A. WPA-PSK
- B. WEP
- C. CHAP
- D. EAP

Answer: A

QUESTION: 459

Which of the following wireless standards uses the 5GHz frequency?

- A. 802.11g
- B. 802.2
- C. 802.11a
- D. 802.3

Answer: C

QUESTION: 460

A laptop needs a wireless card upgrade. The technician attempts to install the new card with no success. The wireless card is a newer 802.11b/g/n card and the laptop itself was manufactured seven years ago. Which of the following is the MOST likely problem?

- A. The laptop is too old and does not have a PCI slot for the new card.
- B. The laptop has the older PC Card expansion slot and the new card is only miniPCI.
- C. The laptop has the older miniPCI expansion slot and the new card uses miniPCI express.
- D. The wireless card needs to have its jumpers configured to work properly on an older system.

Answer: C

QUESTION: 461

A user states that their laser printer jams constantly. The unit is a little over seven years old and has had no maintenance. Which of the following is the MOST likely cause of this issue?

- A. The printers fuser is going bad and needs a replacement.
- B. The rollers on the printer need to be replaced.
- C. The drum on the printer is getting old and needs to be replaced.
- D. The printers toner is running low and therefore not pulling paper through the mechanism.

Answer: B

QUESTION: 462

A technician follows the manufacturer's safety procedures and upgrades the RAM in a notebook computer from 512MB to 2GB. Upon starting the notebook, a pattern of beeping sounds occurs and there is no display. The new and old SODIMM modules are the same type. Which of the following is the MOST likely cause?(Select TWO).

- A. The memory is bad and must be replaced.
- B. The monitor is unplugged.
- C. The battery was left in the notebook.
- D. The new modules are DDR2 533MHz.
- E. The BIOS is not at the latest revision.

Answer: A,E

QUESTION: 463

The memory in a notebook computer has been upgraded. The notebook will not power on. Which of the following is the MOST likely cause of this problem?

- A. The system BIOS was upgraded to the latest level.
- B. The battery was removed from the notebook during the upgrade.
- C. The power button is not working.
- D. The new memory is not using the required speed.

Answer: C

QUESTION: 464

There are four USB devices connected to a client's computer through a USB hub. The client states the external hard drive connected to this hub has had a dramatic deterioration in response time recently. Which of the following is the MOST likely cause?

- A. There is a new IRQ conflict with the hard drive that is connected to the USB hub.
- B. The USB cable connecting the hub and the computer is loose.
- C. A USB 1.1 device has been plugged into the USB hub.
- D. There are too many devices plugged into the USB hub.

Answer: D

QUESTION: 465

Which of the following methods will restrict wireless access to specific devices?

- A. PPP encryption
- B. MAC filtering
- C. VPN
- D. Dynamic IP addressing

Answer: B

QUESTION: 466

A user reports that after configuring the BIOS to boot to the hard drive first, the system still tries to boot from the optical drive. Which of the following is the MOST likely cause?

- A. Optical drive
- B. Power supply
- C. CMOS battery
- D. CD-ROM disk

Answer: C

QUESTION: 467

Which of the following paths is used to view the size of the paging file in Windows XP?

- A. System Properties >Hardware Tab>Device Manager>Action menu
- B. System Properties>Hardware Tab>Hardware Profiles
- C. System Properties>Advanced Tab>Performance Options>Advanced Tab
- D. System Properties>Remote Tab>Advanced Tab

Answer: C

QUESTION: 468

Which of the following commands will duplicate entire directories from one location to another?

- A. copy
- B. md
- C. xcopy
- D. dir

Answer: C

QUESTION: 469

Which of the following is a local host IP address?

- A. 255.255.255.255
- B. 127.0.0.1
- C. 169.254 1.1
- D. 192.168.1.1

Answer: B

QUESTION: 470

When booting a Windows XP computer, two screens pop-up that offer a choice between two operating systems to boot to. Dual boot configuration is not installed on this computer. Which of the following files needs to be changed?

- A. IUSER7.DLL
- B. CONFIG.SYS
- C. BOOT.INI
- D. IO.SYS

Answer: C

QUESTION: 471

Which of the following commands will make a new directory?

- A. cd
- B. md
- C. dir
- D. rd

Answer: B

QUESTION: 472

Which of the following information will be displayed with the command `ipconfig /all`?

- A. IP address, Lease, Gateway, DHCP server address, DHCP disabled
- B. IP address, Subnet mask, Lease, ISP address, DHCP enabled
- C. IP address Subnet mask, Lease, Physical address, Intranet address, Gateway, Lease
- D. IP address, Subnet mask, Gateway, MAC address, DNS, Lease obtained/expiration

Answer: D

QUESTION: 473

A user reports that email is working but they are unable to access the Internet. Which of the following is the NEXT step in solving the issue?

- A. Check the DNS server.
- B. Check the DHCP server.
- C. Verify the correct IP address.
- D. Ensure the website is not blocked.

Answer: A

QUESTION: 474

It is a company's policy to shut down all workstations at the end of the day. However, the majority of employees are leaving disks in their workstations and upon start up the next morning they are receiving a NTLDR is missing error. Which of the following is a possible solution?

- A. Make a daily announcement to remove all disks before departing for the day.
- B. Change the Boot order in the BIOS.
- C. Make it a part of the evening checks to ensure all disks are removed.
- D. Make a company policy that states that it is unlawful to leave disks in the machines.

Answer: B

QUESTION: 475

A technician installed a faster CPU and now the system will not start after the install. The technician removed and reseated the CPU with no positive results. The technician then installed a known good CPU with the same negative results. Which of the following is MOST likely the cause?

- A. The BIOS needs to be updated.
- B. A loose connection on the hard drive.
- C. The RAM needs to be upgraded.
- D. The CMOS chip needs to be replaced.

Answer: A

QUESTION: 476

A technician notices that the computer locks up at times and maintains a high commit charge. Which of the following is the BEST solution to resolve this problem?

- A. Install a larger hard drive.

- B. Install more RAM.
- C. Install a faster CPU.
- D. Increase virtual memory size.

Answer: B

QUESTION: 477

Which of the following allows IP addresses to be assigned automatically?

- A. Peer-to-Peer networking
- B. DHCP
- C. MAC filtering
- D. DNS

Answer: B

QUESTION: 478

Which of the following ports must be open for FTP?

- A. 20
- B. 25
- C. 80
- D. 110

Answer: A

QUESTION: 479

Which of the following will allow and deny Internet traffic?

- A. Firewall
- B. Subnet mask
- C. DHCP server
- D. MAC filtering

Answer: A

QUESTION: 480

When getting an Inaccessible boot drive error, the FIRST step to solve the issue should be to:

- A. ensure there is not a disk in the floppy drive.
- B. check to see if the correct disk is in the CD-ROM.
- C. check the hard drive to ensure it is working.
- D. check to see if the computer is connected to the network.

Answer: C

QUESTION: 481

A user reports that when powering on their computer only a black screen with a lone cursor appears. Which of the following is the FIRST step to determine the problem?

- A. Check the pins on the video cable to see if they have been damaged.
- B. Listen for beep codes to determine if the video card needs reseated.
- C. Adjust the brightness of the screen.
- D. Use a multimeter to check for a faulty power supply.

Answer: B

QUESTION: 482

A user asked to have a second IDE hard drive installed on their computer. Which of the following should be done FIRST?

- A. Update the hardware drivers to support the second drive.
- B. Configure one of the HDD as master, and one as slave.
- C. Update the BIOS to support additional drives.
- D. Install a red ribbon cable instead of a blue cable.

Answer: B

QUESTION: 483

When receiving a Missing NTLDR error, which of the following is the FIRST action that should be taken?

- A. Reload the operating system.
- B. Check for a floppy disk in the FDD.
- C. Reboot the computer.
- D. Check the CMOS to make sure the boot order is correct.

Answer: B

QUESTION: 484

When setting security permissions on a folder, which of the following properties apply?

- A. Guest users are allowed changed permissions.
- B. All sub-folders inherit the most restrictive permissions within the folder.
- C. All sub-folders within that folder are given a password.
- D. By default, read permissions are denied on all files within the folder.

Answer: B

QUESTION: 485

A user reports not being able to print to a new printer but can print to an old printer. Everyone else in the same workgroup can print to the new printer. Which of the following will MOST likely solve the issue?

- A. The user is no longer in the workgroup and needs to be reassigned.
- B. Add the new printer to user's computer.
- C. Clear the paper jam in the printer.
- D. Apply the latest service pack to the users computer.

Answer: B

QUESTION: 486

Each time a user tries to print a document; the user receives a out of memory error message. Which of the following would BEST solve the issue?

- A. Add additional RAM to the printer.
- B. Change the printer paper to lighter grade.
- C. Add a higher capacity toner cartridge to the printer.

D. Decrease the graphics resolution for the printer.

Answer: A

QUESTION: 487

A user reports that when powering on their computer all they see is a black screen with a cursor. Which of the following is the FIRST step to determine the problem?

- A. Listen for beep codes to determine if the video card needs reseated.
- B. Adjust the brightness of the screen.
- C. Use a multimeter to check the power supply.
- D. Check the pins on the video cable to see if they have been damaged.

Answer: A

QUESTION: 488

A user asked to have a second hard drive installed on a single IDE channel in a computer. Which of the following must be taken into account?

- A. One hard drive must be configured as master, and one as slave.
- B. One hard drive must be configured as external and the other internal.
- C. The hard drives have to be of equal capacity to be on the same channel.
- D. The motherboard must be able to support dual hard drives.

Answer: A

QUESTION: 489

Which of the following is true when setting default security permissions on a folder?

- A. There are no significant changes to other files.
- B. The created folder inherits the most restrictive permissions within the folder.
- C. The permissions are inherited by all files and folders within that folder.
- D. All folders within that folder are given a restrictive password.

Answer: C

QUESTION: 490

When would be the optimum time to schedule a virus scan?

- A. Right before running OS updates
- B. During the busiest time of the day, so any problem could be quickly fixed
- C. Anytime, a virus scan should not affect any systems
- D. After working hours

Answer: D

QUESTION: 491

A technician installs a new USB inkjet printer for a client. The client tests the printer by printing several pages. The text output is unreadable. Which of the following is the BEST solution for the problem?

- A. Change the paper size.
- B. Install the correct drivers.
- C. Use a different USB port.
- D. Change the toner cartridge.

Answer: B

QUESTION: 492

A workgroup user reports not being able to print to the new printer. Everyone else in the workgroup can print to the new printer and the user can still automatically send print jobs to the old printer. Which of the following will solve the issue? (Select TWO).

- A. Set the new printer as the default printer.
- B. Clear the print queue on the new printer.
- C. Clear any paper jams from the printer.
- D. Change the user's password and permissions.
- E. Add the new printer to user's computer.

Answer: A,E

QUESTION: 493

Each time a user tries to print a large color graphic the user receives an out of memory error message. The user needs to print the document now for an upcoming meeting. Which of the following would BEST solve the issue?

- A. Instruct the user to change the paper to a lighter grade.
- B. Instruct the user to increase the graphics resolution of the printer.
- C. Instruct the user to decrease the graphics resolution of the image.
- D. Instruct the user to change the toner cartridge.

Answer: C

QUESTION: 494

When applying thermal compound to the top of a CPU, apply a:

- A. thick layer, making sure to cover the sides of the CPU.
- B. very thin layer, making sure to cover the CPU.
- C. little bit on the tip of a brush, making sure to cover the top and sides of the CPU.
- D. small amount in the center of the CPU.

Answer: B

QUESTION: 495

When replacing a laptop keyboard, the FIRST thing to do is:

- A. remove the battery.
- B. removes the memory cover and memory sticks giving access to the screws holding the keyboard in place.
- C. removes the top bezel covering the screws holding the keyboard in place.
- D. removes the AC power.

Answer: D

QUESTION: 496

Which of the following command will display a list of folders and files?

- A. dir
- B. nslookup
- C. cd

D. edit

Answer: A

QUESTION: 497

Which of the following commands shows a graphical display of the drive or paths directory structure?

- A. dir
- B. call
- C. tree
- D. path

Answer: C

QUESTION: 498

How many volts does a power supply's 4-pin Molex connector carry to internal devices?

- A. 2.5 volts
- B. 5 volts
- C. 6 volts
- D. 15 volts

Answer: B

QUESTION: 499

How many hard drives are necessary to create a RAID 5 array?

- A. 2
- B. 3
- C. 4
- D. 6

Answer: B

QUESTION: 500

To scan for corrupted system files, which of the following command-line applications would a technician use?

- A. chkdsk
- B. sfc
- C. dfgmgr
- D. ntbackup

Answer: B

QUESTION: 501

In Windows Vista, which of the following commands would be used to verify that the previous system shutdown routine was completely successful?

- A. chkntfs
- B. chkstdn
- C. sfc
- D. chkdsk

Answer: A

QUESTION: 502

Which of the following is the name of the Windows Vista application that will display items such as a clock, weather and thumbnails on the desktop at startup?

- A. Aero
- B. Gadgets
- C. Sidebar
- D. Applets

Answer: C

QUESTION: 503

After replacing the RAM on a clients system, a technician gets a loud beeping noise and the computer will not successfully POST. Which of the following is the MOST likely cause of the problem?

- A. One of the sticks of RAM is in the wrong slot.
- B. One of the sticks of RAM is not seated properly.
- C. One of the sticks of RAM is from a different manufacturer.
- D. One of the sticks of RAM is installed backwards.

Answer: B

QUESTION: 504

Which of the following BEST describes why a technician should avoid touching the copper piping on heat sinks?

- A. Copper is a carcinogen and can be absorbed into the skin.
- B. Static electricity from the technicians body can destroy the copper piping.
- C. Oil from the skin can decrease coppers ability to conduct heat.
- D. The copper can break loose from the heat sink and damage the computers components.

Answer: C

QUESTION: 505

A technician is repairing a computer that will not start up. The technician notices the power button does not display any lights and the LED on the motherboard is off. Which of the following is the cause of the problem?

- A. Power supply
- B. Processor
- C. Hard drive
- D. I/O panel

Answer: A

QUESTION: 506

A client is reporting that their system is operating slowly. The client has a 2GHz processor, 256MB of RAM, and a motherboard designed for gaming. Which of the following components would MOST likely need to be upgraded to increase performance?

- A. Processor
- B. Motherboard
- C. RAM
- D. Hard drive

Answer: C

QUESTION: 507

Which of the following protocols must be enabled in a wireless router if it is to automatically assign host IP addresses?

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

Answer: D

QUESTION: 508

Which of the following encryption methods requires a 10-digit network key?

- A. 64-bit WPA
- B. 64-bit WEP
- C. 128-bit WEP
- D. 256-bit WPA

Answer: B

QUESTION: 509

A user emails a remote assistance invitation to a technician. The technician receives and responds to the invitation but cannot connect to the users PC. Which of the following is the BEST reason for the failure?

- A. The OS firewall is blocking the application.
- B. The remote technicians PC is blocking remote assistance.
- C. The users PC is blocking port 3389.
- D. The users PC is blocking port 80.

Answer: A

QUESTION: 510

A technician suspects that a power supply on a computer may be going bad. Which of the following tools would BEST diagnose the part?

- A. Loopback plug
- B. Ethernet cable tester
- C. Multimeter
- D. ESD strap

Answer: C

QUESTION: 511

A user receives a message on a Windows Vista machine stating that there is an error with the boot configuration data. Which of the following is MOST likely corrupted, stopping the boot process?

- A. BCD
- B. BOOT.INI
- C. SYSTEM.INI
- D. CONFIG.SYS

Answer: A

QUESTION: 512

When installing additional memory in a notebook computer, the MOST important point to remember is:

- A. the chip installed in the expansion slot has to have the same capacity as the chip already installed.
- B. memory chips are not plug and play; special drivers will be required.
- C. the chip has to be seated properly and locked down to be detected.
- D. the chip in the primary slot has to be the same or bigger size than the chip in the expansion slot.

Answer: C

QUESTION: 513

A user has recently reported that a PC is having a problem sending emails using an email client in the Windows XP system. However, the PC can receive emails. Which of the following could be responsible for this problem?

- A. SMTP
- B. HTTPS
- C. DHCP
- D. TCP/IP

Answer: A

QUESTION: 514

Which of the following features can be identically configured on a wireless access point and in the wireless network OS settings?

- A. The firewall settings
- B. The DHCP address
- C. The workgroup name
- D. The SSID

Answer: D

QUESTION: 515

A customer requires the installation of a 10MB script on 2000 desktops in one building and it is to be completed by twenty technicians. The customer does not want the installation downloaded from their network. Which of the following methods will be the least expensive and most efficient for the technicians to do?

- A. The use of one desktop and a serial cable to copy the script into all the desktops.
- B. The use of an IEEE 1394 cable to copy the script into all the desktops.
- C. The use of a flash drive to copy the script into all the desktops.
- D. The use of a desktop and crossover cable to copy the script into the desktops.

Answer: C

QUESTION: 516

A technician was asked to remediate a serious, on-going virus and spyware situation for a particular customer. Which of the following should the technician do?

- A. Remediate the problem and tell the customer to use the Internet less frequently.
- B. Remediate the problem and block all the sites that are the most common to infect the PC.
- C. Remediate the problem and then advise the customer on virus/spyware prevention.
- D. Remediate the problem and then provide a list of sites that the customer should avoid in the future.

Answer: C

QUESTION: 517

A technician changed the system date and time to display military time on a PC. Which of the following did the technician use to change this feature?

- A. Regional and Language Options
- B. System Information Dialogue box
- C. System Date and Time
- D. Taskbar and Start menu

Answer: A

QUESTION: 518

When using Device Manager, a yellow question mark indicates which of the following?

- A. Device conflict
- B. Device is removed
- C. Device has not been digitally signed
- D. No device driver found

Answer: D

QUESTION: 519

When using Device Manager, a red X indicates which of the following?

- A. Device is disabled
- B. Device conflict
- C. No device driver found
- D. Device has not been digitally signed

Answer: A

QUESTION: 520

In Device Manage, an exclamation point next to a device indicates which of the following?

- A. Device conflict
- B. Device is removed
- C. No device driver found
- D. Device has not been digitally signed

Answer: A

QUESTION: 521

A technician is setting up a PC. The motherboard does not have PS/2 connectors. Which of the following keyboard connector ports will the technician have to use?

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

Answer: D

QUESTION: 522

A technician installed an internal modem on a PC. Which of the following connector types will plug into the phone jack?

- A. FireWire
- B. RJ-11
- C. RJ-48
- D. RJ-45

Answer: B

QUESTION: 523

Which of the following adapters will offer the HIGHEST data transfer rate?

- A. Parallel
- B. USB 2.0
- C. 802.11n
- D. Bluetooth

Answer: B

QUESTION: 524

A technician is working on a laptop that boots up and displays a poor quality picture on the LCD. Which of the following is the BEST troubleshooting step to take?

- A. Replace the LCD with one that meets vendor requirements.
- B. Plug in an external monitor to see if it is a device driver problem.
- C. Perform a system restore.
- D. Update the graphics card to meet built-in LCD specifications.

Answer: B

QUESTION: 525

A technician is replacing an LCD for a tablet PC but the touch screen functionality is not working. Which of the following is MOST likely the cause?

- A. The touch screen needs to be calibrated.
- B. The device driver is not compatible with the replacement LCD.
- C. A faulty LCD backlight on the LCD.
- D. The device driver for the LCD is corrupt.

Answer: D

QUESTION: 526

A technician is troubleshooting a laptop LCD monitor with an extremely dim screen. Which of the following is the cause?

- A. Backlight failure
- B. External monitor needs to be installed
- C. Keyboard failure
- D. Laptop is running on battery power

Answer: A

QUESTION: 527

Which of the following specifies the MAXIMUM recommended distance of Bluetooth 1.0 devices?

- A. 5 meters (16 feet)
- B. 9 meters (30 feet)
- C. 10 meters (33 feet)
- D. 30 meters (98 feet)

Answer: C

QUESTION: 528

A technician is adding a secondary IDE hard drive to an older system. After installation and the first boot, the drive is not showing in Disk Management. Which of the following is the MOST likely cause of the issue?

- A. The new drives jumper is set for master.
- B. The new drive is connected to the secondary bus as a slave drive.
- C. Both drives jumpers are set for cable select.
- D. The old drives jumper is set for master and the new drive is set for slave.

Answer: A

QUESTION: 529

A user is reporting that the image on their CRT monitor is shaking and giving them eye strain. The technician notices the display is OK at first, then after a minute it begins wavering. Which of the following is the FIRST step the technician should take?

- A. Replace the display with a LCD monitor.
- B. Look around the monitor for items that maybe interfering with the display.

- C. Open the monitor menu and degauss the display.
- D. Open the display properties and change the refresh rate from 60Hz to 120Hz.

Answer: B

QUESTION: 530

The technician is working on a computer and the air is dry. Which of the following choices is the BEST option?

- A. Use a portable anti-static pad and wrist strap, ensuring all components remain on the mat, and the wrist strap is connected to the mat.
- B. Leave the computer plugged in and running, to stabilize the power, and keep one hand on the case at all times while working on the unit.
- C. Use a wrist strap, connecting it to the computer case. Leave the computer plugged into the outlet for grounding.
- D. Advise the customer it is best if the computer is taken back to the shop for repair, so it will be in a controlled temperature environment.

Answer: A

QUESTION: 531

A customer cannot print certain PDF documents on their laser printer. The print job in question is a multi- page large PDF with multiple colors. Which of the following is the MOST likely solution?

- A. Change the driver from PCL to Post Script.
- B. Update the printer firmware to handle larger jobs.
- C. Add additional memory to the laser printer.
- D. Add additional memory to the computer.

Answer: C

QUESTION: 532

A department of users is reporting there are lines across their printouts. They have already changed the toner cartridge but the issue remains. Which of the following is the BEST item to inspect?

- A. The fuser unit for damage

- B. The toner cartridge for proper seating
- C. The tray pickup rollers for wear
- D. The registration assembly for damage

Answer: A

QUESTION: 533

Which of the following is the proper order of user group rights, starting with the group having the most rights?

- A. Backup Operators, Administrators, Users, Guests
- B. Power Users, Administrators, Users, Guests
- C. Administrators, Power Users, Users, Guests
- D. Users, Power Users, Guests, Backup Operators

Answer: C

QUESTION: 534

A technician is trying to load a device driver directly from the manufacturer's CD for a PCI NIC. The operating system is Windows Vista. Windows refuses to accept the driver. Which of the following is the MOST likely cause of this problem?

- A. The driver CD is for Windows XP only.
- B. The technician needs to initialize the NIC first within Device Manager before installing a driver.
- C. The driver on the CD is not digitally signed.
- D. The driver is corrupt.

Answer: A

QUESTION: 535

A user reports that a newly installed external CD-RW is not working. A technician is called and notes the user has the CD-RW drive, a flash disk, a rarely used external hard drive and a wireless network adapter plugged into an external USB hub. Which of the following is the MOST likely reason for the problem?

- A. The USB hub needs more USB ports.
- B. The USB hub is a version 1.1.
- C. The USB hub was not externally powered.

D. The USB hub is a version 2.0.

Answer: C

QUESTION: 536

A notebook user states that lately the keyboard beeps when certain character keys are pressed. The user wants their input to be silent. Which of the following is the MOST likely cause of this situation?

- A. The ToggleKeys option is enabled.
- B. The StickyKeys option is enabled.
- C. The numeric keypad option is enabled.
- D. The FilterKeys option is enabled.

Answer: A

QUESTION: 537

A client calls after connecting the keyboard and mouse to a new computer. The client indicates that neither the keyboard nor the mouse works. The technician has determined these devices are connected through the PS/2 ports. Which of the following recommendations is BEST?

- A. Make sure the PS/2 plugs and ports are color matched.
- B. Purchase devices with USB connectors.
- C. Return the computer because of a defect.
- D. Reboot the computer then switch the plugs.

Answer: A

QUESTION: 538

Additional RAM has been added to a PC. When the RAM amount is checked within Windows the additional memory is not reflected. Which of the following is the MOST likely cause?

- A. The additional RAM is incompatible with processor.
- B. The RAM was not properly seated in its memory slot.
- C. The power supply has insufficient wattage to power the additional RAM.
- D. The new RAM is inserted backwards.

Answer: B

QUESTION: 539

A client has installed an additional 1GB of RAM in a computer to accommodate the requirements of a new application. When the application is run a Low on Virtual Memory warning appears. Which of the following steps needs to be taken?

- A. A higher wattage power supply needs to be installed.
- B. An additional hard drive needs to be added.
- C. The amount of installed RAM needs to be reduced.
- D. The paging file size settings need to be adjusted.

Answer: D

QUESTION: 540

A technician replaces two 1GB DIMMs with two 2GB DIMMs. When the installed RAM amount is verified in Windows Vista, only 3GB appears. Which of the following is the MOST likely cause?

- A. The DIMMs are from different manufacturers.
- B. Windows Vista 32-bit can only address up to 3GB of memory.
- C. The DIMMs are different speeds.
- D. The RAM amount needs to be updated in Virtual Memory.

Answer: B

QUESTION: 541

Where in Windows XP would a secondary DNS IP address be entered, that is used when the primary DNS server is unavailable?

- A. Control Panel> Internet Options
- B. NIC properties> Client for Microsoft Networks
- C. Computer Management> Device Manager
- D. NIC properties> Internet Protocol Properties

Answer: D

QUESTION: 542

A user reports that their optical drive has power and they can put a disk in it, but it does not access the disk nor does the drive show in My Computer. Which of the following is the MOST likely reason?

- A. The data cable is not seated properly.
- B. The power cable is not seated properly.
- C. There is insufficient RAM to support the drive.
- D. There is insufficient CPU bandwidth to support the drive.

Answer: A

QUESTION: 543

Which of the following are good examples of malware prevention in Windows XP? (Select TWO).

- A. Use a trusted aggressive pop-up blocker.
- B. Update the anti-spyware software after scanning the system.
- C. Re-install the operating system every six months.
- D. Avoid notorious websites and hyperlinks.
- E. Open and then scan all attachments in emails.

Answer: A,D

QUESTION: 544

A user reports that they set their homepage to Microsoft.com, but every time they open a browser the homepage goes somewhere else, and never the same place twice. Which of the following is the MOST likely reason?

- A. Low CMOS battery
- B. Bad hard drive
- C. Adware
- D. Corrupt operating system

Answer: C

QUESTION: 545

Which of the following commands will test a computers NIC for functionality?

- A. ping net
- B. ping ipconfig
- C. ping localhost
- D. ping microsoft.com

Answer: C

QUESTION: 546

On which of the following hard drive types must a technician change the jumper setting to match the motherboard/cabling combination?

- A. SATA
- B. eSATA
- C. Solid state
- D. PATA

Answer: D

QUESTION: 547

On laptops, the internal wireless adapter is known by which of the following form factors?

- A. PCI
- B. Mini PCI
- C. ISA
- D. PCIe 1x

Answer: B

QUESTION: 548

A technician has been asked to replace a hard drive in a laptop. The documentation calls for an IDE hard drive. Upon removal, the drive has an unfamiliar connector. Which of the following types of hard drives is in the laptop?

- A. eSATA
- B. SATA
- C. IDE but with an adapter
- D. SATA but with an adapter

Answer: C

QUESTION: 549

Which of the following tools would be used in order to test the voltage output of a laptop A/C adapter?

- A. Loopback tester
- B. ATX power supply tester
- C. Cable tester
- D. Multimeter

Answer: D

QUESTION: 550

A technician is installing several PCs in a home that is pre-wired with Ethernet to seven rooms. In the wiring closet all the Ethernet cables are hanging free and are not labeled. Which of the following tools would the technician use to locate the cable that runs to each room?

- A. Extension magnet
- B. Toner probe
- C. Multimeter
- D. Optical Time Domain Reflectometer (OTDR)

Answer: B

QUESTION: 551

On a Windows Vista PC, where are the user files located?

- A. C:\users

- B. C:\documents and settings
- C. C:\uac
- D. C:\usersettings

Answer: A

QUESTION: 552

A user states that they have an invalid boot disk message on the computer after a reboot. Which of the following is the MOST likely reason?

- A. The users hard drive has failed.
- B. The users floppy drive has failed.
- C. The user does not have a disk in the optical drive.
- D. The user has a USB drive in the system.

Answer: D

QUESTION: 553

A client states that they are unable to install a new program. Which of the following can the technician use to connect by means of a terminal services session?

- A. RDP
- B. FTP
- C. VPN
- D. UAC

Answer: A

QUESTION: 554

A client has a program that they want to run everyday at a certain time. Which of the following can a technician use to accomplish this?

- A. Task Scheduler
- B. Calendar
- C. Computer Management
- D. Task Manager

Answer: A

QUESTION: 555

Which of the following Microsoft encryption software provides the HIGHEST level of security for PCs running Windows Vista Enterprise or Ultimate Vista?

- A. NTFS
- B. Windows Defender for Vista
- C. BitLocker drive encryption
- D. EFS

Answer: C

QUESTION: 556

Which of the following is the minimum number of drive partitions required to run the BitLocker Drive Preparation tool?

- A. One
- B. Two
- C. Three
- D. Four

Answer: B

QUESTION: 557

Which of the following is a feature of Windows Vista User Account Control (UAC)?

- A. Prevents memory lost
- B. Prevents unauthorized programs from being installed
- C. Prevents data leak
- D. Prevents children from accessing the computer

Answer: B

QUESTION: 558

The technician has to format a new hard drive as a FAT32 file system. The hard drive capacity is 80GB. How many partitions will the technician have to create to use all of the hard drive capacity?

- A. One
- B. Two
- C. Three
- D. Four

Answer: C

QUESTION: 559

A users system is locking up after the Windows logo screen on boot-up. Which of the following is the BEST reason for this?

- A. The file system is password protected.
- B. The hard drive disk letter is not mapped.
- C. The computer is being accessed by a hacker.
- D. The hard drive needs to be replaced.

Answer: D

QUESTION: 560

In Windows Vista, where would a technician find User1 desktop files?

- A. C:\Documents and settings\User1\Desktop
- B. C:\Users\User1\Desktop
- C. C:\windows\System32
- D. C:\Users\User1

Answer: B

QUESTION: 561

Which of the following operating systems, by default, uses Documents as the name of a user's document folder?

- A. Windows Vista
- B. Windows 2000
- C. Windows XP Pro
- D. Windows XP Home

Answer: A

QUESTION: 562

A user notices that when installing a program, the OS displays a dialog box stating that Windows needs your permission to continue. Which of the following options is turned on?

- A. UAC
- B. Safe mode
- C. Windows Firewall
- D. Indexing

Answer: A

QUESTION: 563

A technician wants to hide the wireless router's ID. Which of the following would accomplish this?

- A. Set up WEP encryption
- B. Set up MAC filtering
- C. Disable SSID broadcast
- D. Enable WPA encryption

Answer: C

QUESTION: 564

A user has downloaded a game from the Internet. Afterwards they notice that links from search sites get redirected to unusual pages. After the problem is corrected, the user asks how the problem can be prevented in the future. The technician should advise the user to:

- A. only run the latest version of their Internet browser.
- B. use only one Internet search site.
- C. hide their Internet browser connection string.
- D. only obtain software from known and reputable sources.

Answer: D

QUESTION: 565

A technician logs into a users computer and downloads a file from a central server to a users local document directory. After logging in, the user reports that they cannot open the file. Which of the following can the technician do to solve the problem?

- A. Copy the file to an external drive
- B. Re-create their document directory
- C. Set the correct permissions for the user
- D. Disable the firewall

Answer: C

QUESTION: 566

Which of the following broadband networking technologies is MOST widely available in isolated areas?

- A. Satellite
- B. Ethernet
- C. Cable
- D. ADSL

Answer: A

QUESTION: 567

Which of the following should be installed prior to attaching a heatsink to a processor?

- A. Memory
- B. Fan
- C. Power connector
- D. Thermal compound

Answer: D

QUESTION: 568

When a SMART error is received on a computer, which of the following devices MOST likely has a problem?

- A. Hard disk

- B. Floppy disk
- C. CD-ROM
- D. Processor

Answer: A

QUESTION: 569

A user receives a new laptop and attempts to put the PCMCIA card from their previous laptop in the expansion slot of the new laptop. The card does not slide all the way into the slot. Which of the following device types will MOST likely fit the slot in the new laptop?

- A. ExpressCard
- B. Bluetooth
- C. Serial
- D. Parallel

Answer: A

QUESTION: 570

Which of the following tools could be used to test if a serial port on a laptop is functioning correctly?

- A. Extension magnet
- B. Cable tester
- C. Loopback plug
- D. Power supply tester

Answer: C

QUESTION: 571

A printer is leaving a ghost image on the printed pages. Which of the following would MOST likely be causing the issue?

- A. Pickup rollers
- B. Toner cartridge
- C. Paper quality
- D. Paper jam

Answer: B

QUESTION: 572

Which of the following components could MOST likely cause a Non-system disk or disk error to occur after POST?

- A. Bad memory
- B. Video Card
- C. Faulty chipset
- D. FDD

Answer: D

QUESTION: 573

A user reports that after installing a PCIe video card into a system, the onboard video no longer displays. Which of the following is MOST likely the cause?

- A. The drivers for the onboard video card have been overwritten by the PCIe video card drivers.
- B. The PCIe video card is defective and is conflicting with the onboard video.
- C. The BIOS detected the PCIe video card and disabled the onboard video.
- D. The processor has overheated and is causing the video to not display.

Answer: C

QUESTION: 574

Which of the following tools could be used to test the voltage coming from a laptops AC adapter?

- A. Tone generator
- B. Loopback plug
- C. Extension magnet
- D. Multimeter

Answer: D

QUESTION: 575

Which of the following can be used to achieve the highest transfer rate for an external hard drive?

- A. FireWire
- B. eSATA
- C. USB 1.1
- D. USB 2.0

Answer: B

QUESTION: 576

A user reports that their CAD files will display correctly in low resolution but not in high resolution after installing a new graphics card. Which of the following will MOST likely fix this problem?

- A. Install a larger capacity hard drive.
- B. Increase the paging file size.
- C. Update the motherboard BIOS to the previous version.
- D. Update the video card drivers to the latest version.

Answer: D

QUESTION: 577

A user reports the dot matrix printer does not print clearly on part 4 and 5 of the multi-part form. Which of the following should be preformed FIRST?

- A. The forms length needs to be adjusted.
- B. The ribbon drive needs to be adjusted.
- C. The forms are old and need to be replaced.
- D. The print head needs to be adjusted.

Answer: D

QUESTION: 578

An automotive testing application requires a serial device to be added to a Windows XP Professional PC. The application requires the communications settings to be configured in the OS. In which of the following are these settings located?

- A. Accessibility Options
- B. Network Connections
- C. Device Manager
- D. Services

Answer: C

QUESTION: 579

Which of the following malware types sits quietly in the background to collect and transmit sensitive information from a users computer?

- A. Worm
- B. Spyware
- C. Virus
- D. Adware

Answer: B

QUESTION: 580

During POST a beep can be heard, and the computer does not boot. Which of the following BEST describes the problem?

- A. RAM failure
- B. Power supply failure
- C. Floppy drive failure
- D. Hard drive failure

Answer: A

QUESTION: 581

Which of the following commands would be used to verify the integrity of critical system files?

- A. verify
- B. nslookup
- C. sfc
- D. chkdsk

Answer: C

QUESTION: 582

Which of the following commands would be used to fix errors on the system disk?

- A. tracert /w
- B. xcopy /z
- C. diskcomp
- D. chkdsk /f

Answer: D

QUESTION: 583

Which of the following are differences between 802.11n and 802.11g? (Select TWO).

- A. MAC filtering is not allowed in 802.11n but is allowed in 802.11g.
- B. Simultaneous 2.4GHz and 5.8GHz operation occurs in 802.11n but not in 802.11g.
- C. Multiple-Input Multiple-Output (MIMO) only occurs in 802.11n.
- D. 802.11g has a faster throughput than 802.11n.
- E. 802.11g uses a different frequency than 802.11n.

Answer: B,C

QUESTION: 584

Which of the following will allow a technician to secure a wireless access point?

- A. Enable MAC filtering
- B. Enable the DMZ
- C. Enable DHCP
- D. Disable port forwarding

Answer: A

QUESTION: 585

Which of the following should be disabled on a router, to use a static IP?

- A. DHCP
- B. TCP/IP

- C. Firewall
- D. WPA2

Answer: A

QUESTION: 586

Which of the following 802.11 standards by default uses the 5GHz frequency range and supports speeds up to 54Mbps?

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

Answer: B

QUESTION: 587

Which of the following 802.11 standards by default uses the 2.4GHz frequency range and supports speeds up to 11Mbps?

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

Answer: D

QUESTION: 588

A technician is troubleshooting a laptop LCD, and when the cover is opened nothing shows on the screen. Then all of a sudden the screen comes on and works fine. Which of the following should the technician check FIRST?

- A. Backlight
- B. Inverter
- C. Loose cable
- D. Lid switch

Answer: D

QUESTION: 589

When installing an external USB hard drive, which of the following is the maximum speed that can be expected when connecting to a USB 2.0 port?

- A. 1.1Mbps
- B. 100Mbps
- C. 480Mbps
- D. 512Mbps

Answer: C

QUESTION: 590

After installing multiple hard drives in a computer, the technician finds that some of the drives will intermittently be unavailable. Which of the following is the MOST likely reason that the drives are periodically unavailable?

- A. The BIOS does not recognize the new drives.
- B. The partition tables on the drives need to be cleared.
- C. The power supply is not supplying enough power.
- D. The drives need to be formatted with NTFS.

Answer: C

QUESTION: 591

A technician is installing a new SATA drive into an older computer. Which of the following conditions can prevent the technician from being successful?

- A. SATA drives are smaller than PATA drives.
- B. SATA drives cannot be formatted with NTFS.
- C. Mounting holes for the drives are different.
- D. Power supply does not have the proper connections.

Answer: D

QUESTION: 592

After a computer has been returned from having the system board replaced, the end user reports that they can no longer access their flash drive when it is plugged into the front

USB ports. The keyboard and mouse are plugged into the rear USB ports and are working properly. Which of the following is the MOST likely cause of the problem?

- A. The USB drivers were not installed after the repair.
- B. Support for legacy devices has been turned to inactive in the BIOS.
- C. The front USB ports were not connected to the system board header.
- D. The front USB ports need to be activated in System Properties.

Answer: C

QUESTION: 593

Which of the following should be the FINAL step a technician should take once they have cleaned a system of a malware infection?

- A. Backup the registry.
- B. Remove all used applications.
- C. Backup the boot.ini.
- D. Educate the user.

Answer: D

QUESTION: 594

A computer has become infected with a piece of malware. The current system software has detected the threat and moved it into a special state. Which of the following terms BEST defines the state?

- A. Deleted
- B. Removed
- C. Blocked
- D. Quarantined

Answer: D

QUESTION: 595

When removing a malware infection from a machine, which of the following modes should be used?

- A. Safe Mode
- B. VGA Mode
- C. Debugging Mode

D. Recovery Mode

Answer: A

QUESTION: 596

A technician is repeatedly called to a users desk because the user is being prompted during all installation of software and during the launching of certain programs. Which of the following features is causing this prompting to occur?

- A. Bitlocker
- B. UAC
- C. WFS
- D. NTFS

Answer: B

QUESTION: 597

A technician has installed a new WAP into a SOHO environment, which of the following will provide the HIGHEST level of security?

- A. Turn on SSID, enable WPA2, enable WEP and change key every 30 days
- B. Turn on SSID, enable WPA, implement MAC filtering and change key every 30 days
- C. Turn off SSID, enable WPA2, implement MAC filtering and change key every 30 days
- D. Turn off SSID, enable WEP, implement MAC filtering and change key every 30 days

Answer: C

QUESTION: 598

A user has a computer with a 100GB IDE hard drive formatted as a single FAT32 partition. The partition has 50GB of free space but the user receives an error when attempting to save a 5GB video file. Which of the following will resolve this issue?

- A. Change the partition to be the active partition.
- B. Convert the drive to a dynamic disk.
- C. Change the partition to be an extended partition.
- D. Convert the partition to NTFS.

Answer: D

QUESTION: 599

A user has a computer with a 100GB IDE hard drive formatted as a single FAT32 partition. This drive is only used to store data. The user adds a second 100GB hard drive and wants to mirror the two drives. When the user goes to disk management there is no option to mirror the drives. Which of the following will resolve this issue?

- A. Convert the partition to NTFS.
- B. Change the partition to be an extended partition.
- C. Convert both drives to a dynamic disk.
- D. Change the partition to be the active partition.

Answer: C

QUESTION: 600

A technician upgrades a computer from Windows XP Media Center Edition to Windows Vista Home Premium. After the upgrade Aero will not turn on. The system has a 2.4 GHz processor, 1GB of RAM, and a DirectX 7 video card. Which of the following will resolve this issue?

- A. Aero cannot be used on Windows Vista Home Premium.
- B. Upgrade the video card to a DirectX 9 compatible card.
- C. Upgrade the video driver.
- D. Upgrade the RAM to 4GB.

Answer: B

QUESTION: 601

A user is getting ready to upgrade the graphics card in their computer with a performance PCIE graphics card. The user has verified that they have a 16x PCIE slot on their motherboard. Which of the following may also need to be upgraded?

- A. RAM
- B. Motherboard
- C. Power supply
- D. Processor

Answer: C

QUESTION: 602

A user wants to add an optical drive to their computer to archive 100GB of data. Which of the following writable optical drives will allow them to archive this data using the fewest discs?

- A. DVD
- B. HD-DVD
- C. Blu-Ray
- D. CD

Answer: C

QUESTION: 603

Which of the following commands can prepare a new disk for use?

- A. format
- B. nslookup
- C. ipconfig
- D. xcopy

Answer: A

QUESTION: 604

To determine if remote host is reachable a technician would issue which of the following commands?

- A. path
- B. ping
- C. verify
- D. nslookup

Answer: B

QUESTION: 605

Which of the following commands should be used to change a FAT volume into a NTFS volume?

- A. chkdsk
- B. convert
- C. pushd
- D. ftype

Answer: B

QUESTION: 606

Which of the following creates a secure connection to a remote host?

- A. FTP
- B. SMTP
- C. SSH
- D. TELNET

Answer: C

QUESTION: 607

Which of the following protocols should be allowed through the firewall for a mail application?

- A. PING
- B. SMTP
- C. DHCP
- D. SNMP

Answer: B

QUESTION: 608

A customer wants to ensure that their new drive has the fastest transfer speed. Which of the following technologies should be recommended?

- A. IDE
- B. USB
- C. EIDE

D. SATA

Answer: D

QUESTION: 609

A customer reports that after upgrading their CPU, the system overheats and shuts itself down. Which of the following is MOST likely the cause?

- A. CMOS jumpers are incorrectly set
- B. Optical drive cables are loose
- C. Thermal compound is not on the processor
- D. Memory is incorrectly seated

Answer: C

QUESTION: 610

Which of the following may be required if a system shuts down after installing a new high performance video card?

- A. Faster CPU
- B. Higher wattage power supply
- C. Larger capacity hard drive
- D. Increased system RAM

Answer: B