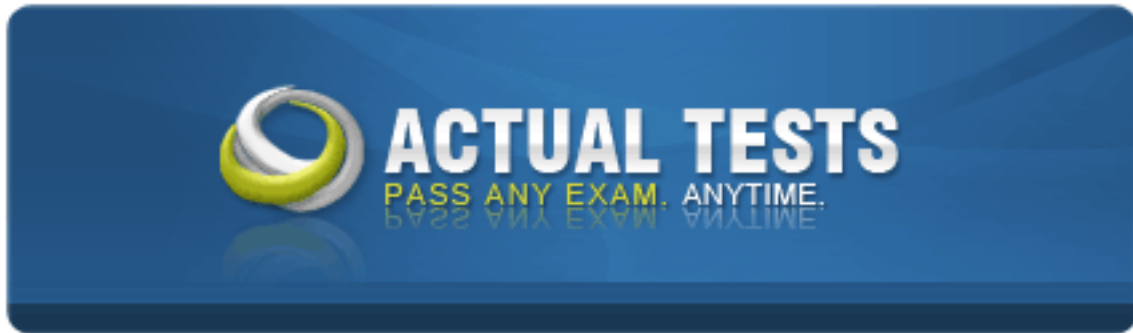


CompTIA 220-702



Practical Application

Version: 9.2

Topic 1, Volume A (Main Questions)

QUESTION NO: 1

Which of these are symptoms of malware on a computer? (Select TWO).

- A. Hard drive and network activity is higher when the computer is idle
- B. CD-ROM ejects unexpectedly from the computer
- C. Web browser accesses unexpected websites
- D. Prints from the computer have random characters and symbols instead of text
- E. The monitor has a permanent image burned into the display

Answer: A,C

Explanation:

QUESTION NO: 2

Which of the following commands will map a shared network drive?

- A. SFC
- B. NSLOOKUP
- C. NET USE
- D. IPCONFIG

Answer: C

Explanation:

QUESTION NO: 3

A technician wants to copy the entire documents and settings folder and subfolders to a new computer. Which of the following commands should the technician use?

- A. EDIT
- B. XCOPY
- C. COPY/A
- D. MOVE

Answer: B

Explanation:

QUESTION NO: 4

A laptop reports the following RAM configuration. Assuming RAM is the same price per Mb, which of the following would be the least expensive upgrade to the laptop to give it 12GB of RAM?

Memory Slots 2

DRAM Frequency 661.0 MHz

Memory Timings 9-9-9-24 (CL-RCD-RP-RA3)

Device Locator Slot 1

Capacity 4096 MBytes

Memory Type DDR3 (PC3-10700)

Speed 667 MHz (DDR3 1333)

Supported Frequencies 457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz

EPP SPD Support No

XMP SPD Support No

Device Locator Slot 2

Capacity 2048 MBytes

Memory Type DDR3 (PC3-10700)

Speed 667 MHz (DDR3 1333)

Supported Frequencies 457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz

EPP SPD Support No

XMP SPD Support No

- A.** Two 6Gb DDR3 PC 10700 RAM modules
- B.** One 10Gb DDR3 PC10700 RAM module
- C.** One 8Gb DDR3 PC12800 RAM module

D. One 6Gb DDR3 PC12800 RAM module

Answer: C

Explanation:

QUESTION NO: 5

A SOHO user has just installed a new wireless router on the network. Which of the following is the FIRST thing the user should do to secure the router from unauthorized use?

- A. Change the default administrator name and password
- B. Update the firmware in all of the client computers
- C. Setup MAC filtering to limit the devices that can connect
- D. Determine the DHCP range and any static exclusions

Answer: A

Explanation:

QUESTION NO: 6

Which of the following is the BEST tool to use to move a user's documents and file settings, when upgrading the user from a Windows Vista computer to a Windows 7 computer?

- A. Easy Transfer
- B. Backup and Restore
- C. XCOPY
- D. System Restore

Answer: A

Explanation:

QUESTION NO: 7

User profiles in Windows 7 are stored in which of the following locations?

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

Answer: D

Explanation:

QUESTION NO: 8

After a video card upgrade nothing is displayed on the LCD screen. Which of the following is the MOST likely cause of the problem?

- A. The new video card has to be first installed using the Services MMC.
- B. The onboard video of the motherboard is still enabled in the BIOS.
- C. New video cards require new monitors as their resolutions do not match
- D. The new video card has to be enabled by a DIP switch on the motherboard.

Answer: B

Explanation:

QUESTION NO: 9

Which of the following multimeter settings should only be used when there is no electrical flow through the part being tested? (Select TWO).

- A. Ampere
- B. Continuity
- C. volt
- D. Resistance
- E. Wattage

Answer: B,D

Explanation:

QUESTION NO: 10

Which of the following commands would be used to map a network drive?

- A. MD
- B. SFC
- C. IPCONFIG
- D. NET

Answer: D

Explanation:

QUESTION NO: 11

Which of the following should the technician do FIRST when replacing a motherboard?

- A. Use a benchmarking tool
- B. Use anti-static wrist band
- C. Remove the CPU
- D. Remove the power supply

Answer: B

Explanation:

QUESTION NO: 12

A technician plugs a USB device into the computer. The system tray displays a message that reports the device is installed, but may not work properly. Which of the following is the MOST likely cause of the message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

Answer: B

Explanation:

QUESTION NO: 13

Which of the following is the default location for Fonts in Windows 7?

- A. C:\SystemFiles\Fonts
- B. C:\Windows\Fonts
- C. C:\Windows\SystemFiles\Fonts
- D. C:\System\Fonts

Answer: B

Explanation:

QUESTION NO: 14

Which of the following programs runs on port 22?

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

Answer: D

Explanation:

QUESTION NO: 15

Which of the following would be used to correct a ghost image on a laser printer?

- A. Replace the drum
- B. Replace the fuser
- C. Clean the printhead
- D. Replace the cartridges

Answer: A

Explanation:

QUESTION NO: 16

Which of the following tools will illuminate the link light on a functioning Ethernet network card when connected?

- A. Loopback plug
- B. POST card
- C. Power supply tester
- D. Multimeter

Answer: A

Explanation:

QUESTION NO: 17

Which of the following is the default documents directory in Windows 7?

- A. C:\Windows\%username%\Documents
- B. C:\Users\%username%\My Documents
- C. C:\Documents and Settings\%username%\My Documents
- D. C:\%username%\Documents

Answer: B

Explanation:

QUESTION NO: 18

A user reports that when they press the ' Y' key the letter ' U' appears on the screen. After testing, the technician finds that the 'U' key is producing the letter 'Y' when pressed. All of the other alphabetic keys appear correctly. Which of the following is the MOST likely problem?

- A. The caps on the keyboard have been reversed.
- B. StickyKeys has been enabled.
- C. The regional language settings are not set correctly.
- D. The keyboard is faulty and will need to be replaced.

Answer: C

Explanation:

QUESTION NO: 19

Which of the following needs to be updated to add a new site to a company's corporate network?

- A. ACLs
- B. Definitions
- C. Route lists
- D. Firmware

Answer: C

Explanation:

QUESTION NO: 20

A SOHO has added three more wireless devices to their network. And now the new devices are having problems with signal strength. Which of the following would help with the LEAST amount of cost to the SOHO?

- A. Relocate the wireless router to a more central location.
- B. Have a technician come in and install new cable routes to the new devices.
- C. Install a second wireless router to cover the new devices.
- D. Have a wireless access point installed.

Answer: A

Explanation:

QUESTION NO: 21

A technician needs to access a wireless small office home office (SOHO) network. The SSID of the network does not appear in the listings of wireless networks on the technician's laptop. Which of the following should the technician do to access the wireless network?

- A. The technician should reset the wireless card

- B. The technician should enter the SSID manually
- C. The technician should change the SSID on the wireless router
- D. The technician should change the MAC address on the router

Answer: B

Explanation:

QUESTION NO: 22

A new floppy drive was just installed into a PC. The drive powers on at system boot but the status LED does not turn off during operation. Which of the following is MOST likely the issue?

- A. The power cable was installed incorrectly and needs to be flipped.
- B. The floppy drive was not enabled within the motherboard's BIOS.
- C. The FDD cable was installed incorrectly and needs to be flipped.
- D. A Molex power cable was used instead of a Berg cable

Answer: C

Explanation:

QUESTION NO: 23

A technician finished installing antivirus software. Which of the following should the technician perform NEXT?

- A. Run a full scan on the local disk.
- B. Remove infected files.
- C. Update antivirus signatures.
- D. Quarantine infected files.

Answer: C

Explanation:

QUESTION NO: 24

A technician is replacing a Windows 2000 Professional computer with a Windows 7 computer for someone with login account USER1. Which of the following directories should be copied or moved

from the old computer and where should they be placed on the new computer?

- A. \Documents and Settings\USER1 to \Documents and Settings\USER1
- B. \Documents and Settings\USER1 to \Users\USER1
- C. \Users\USER1 to \Users\USER1
- D. \Users\USER1 to \Documents and Settings\USER1

Answer: B

Explanation:

QUESTION NO: 25

A technician is tasked with replacing the wireless network card in a laptop. After performing the replacement tasks, the laptop cannot pick up any wireless signals. Which of the following is the MOST likely cause of the problem?

- A. The software drivers were not installed.
- B. The antenna leads were not reconnected.
- C. The new network card was not seated properly.
- D. There are no wireless signals available.

Answer: B

Explanation:

QUESTION NO: 26

All of the following jumper settings will allow for only one hard drive to exist on the IDE controller EXCEPT:

- A. master
- B. primary
- C. no jumper
- D. slave

Answer: D

Explanation:

QUESTION NO: 27

Which of the following areas will display important messages about solving issues in Windows 7?

- A. Action Center
- B. Task Manager
- C. Windows Defender
- D. Device Manager

Answer: A

Explanation:

QUESTION NO: 28

A user states that when they open their laptop it takes a long time to come out of standby. Which of the following is MOST likely the problem?

- A. The lid switch is stuck.
- B. The battery is failing.
- C. The backlight is failing.
- D. Inverter board is failing.

Answer: A

Explanation:

QUESTION NO: 29

Which of the following locations would allow preview of the Fonts folder in Windows 7?

- A. Advanced Appearance
- B. Theme Settings
- C. Appearance and Personalization
- D. Device Manger

Answer: C

Explanation:

QUESTION NO: 30

How does a BIOS password help secure a computer?

- A. Prevents change of CMOS settings.
- B. Locks malware out of a computer.
- C. Prevents access to all files and privileges for a given login account.
- D. Keeps original operating system intact.

Answer: A

Explanation:

QUESTION NO: 31

Which of the following is a common location of the CMOS battery in a laptop?

- A. Under the keyboard
- B. Behind the removable hard drive
- C. Under the removable CD drive
- D. Behind the laptop battery

Answer: A

Explanation:

QUESTION NO: 32

Which of the following is the correct path to add new local user accounts to a Windows 7 computer?

- A. Click on the Start button> Right click on Computer> Select Manage> Expand Local Users and Groups> Right click on Users> Select New User.
- B. Click on the Start button> Right click on My Computer> Select Manage> Right click on Local Users and Groups> Select Add Users from the menu.
- C. Click on the Start button> Right click on Computer> Select Manage> Right click on Local Users

and Computers> Select New User.

D. Click on the Start button> Right click on Network Neighborhood> Select Manage> Right click on Users> Select New User.

Answer: A

Explanation:

QUESTION NO: 33

The user reports that a computer will not turn on after a new motherboard, processor and HDD were installed. After inspection, power is getting to the computer but it does not POST. Which of the following is the MOST likely cause for this issue?

- A. The motherboard is loose.
- B. The hard disk drive is not seated properly.
- C. The processor is installed incorrectly.
- D. The motherboard is grounding out on one of the standoffs.

Answer: C

Explanation:

QUESTION NO: 34

A technician installs a new video driver and upon restart the computer blue screens. How can the technician fix the computer?

- A. Boot to the recovery disk supplied by the video card manufacturer and reinstall the standard drivers. Then reboot the machine and in the video configuration menu choose Automatically Configure Video Driver.
- B. Start the computer in Safe Mode and run DRIVERCONFIG then configure an updated driver from the console.
- C. Restart the computer in Safe Mode and roll back the video driver.
- D. Remove the video card and replace it with another known good video driver.

Answer: C

Explanation:

QUESTION NO: 35

A technician installs a new graphics card on the motherboard of a computer. After powering on the computer there is no video display. Which of the following would be the FIRST step the technician should take to resolve this issue?

- A. Call other technicians until someone has the correct solution
- B. Remove the new graphics card and reseal it
- C. Search the Internet for possible causes and solutions to the issue
- D. Update the bios firmware of the motherboard

Answer: B

Explanation:

QUESTION NO: 36

A technician wants to list out the content of a given folder when in MS-DOS mode. Which of the following commands would MOST easily accomplish this?

- A. CHKDSK
- B. MSCONFIG
- C. TRACERT
- D. DIR

Answer: D

Explanation:

QUESTION NO: 37

Which of the following built-in applets should a technician use to configure offline files and folders in Windows 7?

- A. Robust File Copy
- B. Sync Center
- C. USMT
- D. Microsoft Power Toy

Answer: B

Explanation:

QUESTION NO: 38

A client purchased a new internal hard drive to act as a second drive on a legacy machine. When the client attempts to install the drive, the cable connector on the new drive is not compatible with the available IDE cables. It is determined that the client has purchased a SATA hard drive.

Which of the following would the technician recommend as the BEST solution to this situation?

- A. Have the client purchase a SATA compatible system board.
- B. Have the client purchase a SATA to IDE conversion kit.
- C. Have the client return the drive and purchase an IDE compatible drive.
- D. Have the client purchase a SCSI to SATA conversion kit.

Answer: C

Explanation:

QUESTION NO: 39

A user reports that a printer is only printing half of a graphic in a document. Which of the following is the MOST likely reason that the printer is failing to complete the job?

- A. The printer does not have enough memory.
- B. The network cable to the printer is faulty.
- C. The user's print driver is corrupt.
- D. The printer does not support the job language

Answer: A

Explanation:

QUESTION NO: 40

Malware has been detected and removed on a customer computer several times in a short period of time. Which of the following will BEST help prevent future occurrences?

- A. Defragment the hard drive
- B. Discuss safe web-browsing habits with the customer
- C. Delete temporary files, cookies and browser history
- D. Install anti-virus software which uses manual updates

Answer: B

Explanation:

QUESTION NO: 41

A technician is implementing BitLocker on a client's laptop for traveling purposes. Which of the following should be performed before implementing BitLocker?

- A. Convert the file system to NTFS
- B. Disable UAC
- C. Enable TPM in the BIOS
- D. Defragment the hard drive

Answer: C

Explanation:

QUESTION NO: 42

A user is unable to view any DVDs on their laptop which has a DVD-ROM drive installed. After further investigation, the technician realizes that there is not any DVD-ROM or CD-ROM available under the My Computer utility. Which of the following system utilities would MOST likely be used to identify and resolve this issue?

- A. Task Manager
- B. Device Manager
- C. DEFRAG
- D. Event Viewer

Answer: B

Explanation:

QUESTION NO: 43

A user reports that printed pages are smearing after the pages come out of a laser printer. Which of the following is the MOST likely problem?

- A. The corona wire is not supplying the correct voltage.
- B. The fuser is not reaching the correct temperature.
- C. The paper is card stock and is too thick.
- D. The paper has a humidity content that is too low.

Answer: B

Explanation:

QUESTION NO: 44

Which of the following IP addresses would a technician ping to verify the integrity of the local TCP/IP stack?

- A. 10.0.0.1
- B. 127.0.0.1
- C. 169.254.0.1
- D. 192.168.0.1

Answer: B

Explanation:

QUESTION NO: 45

A technician receives a computer that has a virus. Which of the following should the technician perform FIRST?

- A. Identify the malware.
- B. Research the malware types.
- C. Run the System Recovery Utility.
- D. Rollback to the System Restore Point.

Answer: A

Explanation:

QUESTION NO: 46

A user is working in a small office home office (SOHO), running Windows XP, and cannot connect to the Internet. The office uses a router that is setup as a DHCP server. The technician types IPCONFIG in the command prompt, the following appears:

IP address 0.0.0.0

Gateway 0.0.0.0

Subnet Mask 0.0.0.0

DNS 0.0.0.0

Which of the following should the technician check FIRST?

- A. Network adapter drivers
- B. Router settings
- C. Network cable
- D. Firewall

Answer: C

Explanation:

QUESTION NO: 47

Which of the following would BEST be used to test the functionality of a serial port?

- A. Null adapter
- B. Multimeter
- C. Loopback plugs
- D. Cable tester

Answer: C

Explanation:

QUESTION NO: 48

A user was able to access their office computer yesterday, but today after a router was replaced the user is now seeing another user's login screen. Which of the following should the technician check to resolve this issue?

- A. Closed ports
- B. Port forwarding
- C. DMZ
- D. DNS

Answer: B

Explanation:

QUESTION NO: 49

Which of The following commands ts used to delete an empty directory?

- A. RD
- B. EDIT
- C. DIR
- D. FORMAT

Answer: A

Explanation:

QUESTION NO: 50

A technician is replacing a hard drive in a computer that contains two IDE drives. After installing the new hard drive, neither IDE drive is recognized by the system. Which of the following is MOST likely the problem?

- A. Primary and secondary jumpers are incorrectly set.
- B. The new drive is not formatted correctly.

- C. Both jumpers are set for cable select.
- D. The drives are different sizes.

Answer: A

Explanation:

QUESTION NO: 51

A technician is troubleshooting a laser printer that spontaneously pauses and resumes during long print jobs. Which of the following is the MOST likely cause of the printer issue?

- A. Updated drivers are required.
- B. The printer is overheating.
- C. The toner cartridge is defective.
- D. The printer needs a larger paper tray

Answer: B

Explanation:

QUESTION NO: 52

A user updates the wireless adapter software on a PC. Upon reboot the user logs in and the computer displays a stop error. Which of the following steps should the technician perform NEXT?

- A. Purchase a new wireless adapter.
- B. Roll back the device drivers in Safe Mode.
- C. Install the device on a known working computer.
- D. Reboot the computer in Last Known Good Configuration.

Answer: B

Explanation:

QUESTION NO: 53

A technician tries to install a program and a pop-up appears and asks 'a program needs permission to continue'. Which of the following could be causing this pop-up to appear?

- A. Aero
- B. BitLocker
- C. UAC
- D. Sidebar

Answer: C

Explanation:

QUESTION NO: 54

Which of the following settings needs to be adjusted inside of a WAP to provide a network to a wireless device?

- A. SSID
- B. WPA
- C. WEP
- D. DHCP

Answer: A

Explanation:

QUESTION NO: 55

A customer requires a shock resistant mass storage device in their PC. Which of the following drives should the technician install?

- A. Hard disk
- B. Solid state
- C. Floppy
- D. Tape

Answer: B

Explanation:

QUESTION NO: 56

A technician has performed a scheduled maintenance activity on a network laser printer. Which of the following should the technician perform NEXT?

- A. Reset the page count per manufacturer's recommendation.
- B. Clear all downloaded fonts from the printer memory.
- C. Clear any scheduled jobs from the printer queue.
- D. Reset the network interface to ensure a clean startup.

Answer: A

Explanation:

QUESTION NO: 57

Which of the following commands will repair boot sector blocks after a virus has been removed?

- A. Chkdsk
- B. Format
- C. Fixmbr
- D. Sfc

Answer: C

Explanation:

QUESTION NO: 58

A user no longer has access to a site that the user frequently visits. The technician pings another system and the gateway within the network. The pings made successful connections. Which of the following should the technician do NEXT?

- A. Update the operating system
- B. Check the DHCP settings
- C. PING the Internet site
- D. Update the anti-virus software

Answer: C

Explanation:

QUESTION NO: 59

Which of the following is the default install directory in Windows 7?

- A. C:\Windows\SystemFiles\
- B. C:\System\
- C. C:\Windows\
- D. C:\System Files\

Answer: C

Explanation:

QUESTION NO: 60

Which of the following connection types would MOST likely be installed to provide both Telco and Internet connections for a large company?

- A. ISDN
- B. Satellite
- C. T1
- D. DSL

Answer: C

Explanation:

QUESTION NO: 61

A technician suspects the AC voltage into a PC power supply is bad. Which of the following tools would MOST likely be used to confirm the diagnosis?

- A. Multimeter
- B. Oscilloscope
- C. Cable tester

D. Power supply tester

Answer: A

Explanation:

QUESTION NO: 62

A technician installs legacy software on a Windows 7 machine. The technician ignores all warnings and reboots the computer, and the computer blue screens. Which of the following is the BEST way to resolve this?

- A. Remove the software in Safe Mode
- B. Rerun the Software Installation Wizard
- C. Boot to Emergency Repair Disk
- D. Reinstall the OS

Answer: A

Explanation:

QUESTION NO: 63

After installing a second IDE hard drive on the same IDE cable as the primary hard drive, neither drive is recognized by the system.

Which of the following is the MOST likely reason for this to occur?

- A. The system board only allows one device per IDE cable.
- B. The jumpers on the hard drives are not correctly set.
- C. The hard drives must be on separate IDE cables.
- D. The power supply is overloaded and will not power the drives.

Answer: B

Explanation:

QUESTION NO: 64

A company's wireless network is called FOO and it is not publicly visible. In a wireless configuration wizard which of the following locations should the technician put FOO?

- A. SSID
- B. WPA Passphrase
- C. WEP Key
- D. Network Path

Answer: A

Explanation:

QUESTION NO: 65

A technician is plugging in an external HDD. Which of the following connections should the technician use to ensure the HIGHEST transfer rate?

- A. USB 1.1
- B. USB 2.0
- C. IEEE 1394b
- D. eSATA

Answer: D

Explanation:

QUESTION NO: 66

A technician is installing a new operating system onto a PC by booting off of the OS installation CD. This computer already has a bootable partition on the primary hard drive that will be deleted during the installation. The PC will not boot from the CD. Where should the technician look to troubleshoot this problem?

- A. Hard drive setup program
- B. Operating system's boot settings
- C. BIOS
- D. CMOS

Answer: C

Explanation:

QUESTION NO: 67

Two users share the same file inside a folder. User1 works on the file, makes changes and saves the file. User2 then works on the file, makes changes and saves the file. The next time User1 attempts to open the file, they receive an 'access denied' error. Which of the following will cause this error message?

- A. The file was set with the system and hidden attributes.
- B. The file was set to read-only by the accounts receivable administrator.
- C. The file was moved before being modified, then moved back to the share.
- D. The IMTFS permissions were changed on the file to allow only execute.

Answer: C

Explanation:

QUESTION NO: 68

In order to ensure there is proper airflow in a new computer, which of the following should be performed?

- A. Install a passive hard drive cooler.
- B. Unplug the redundant power cables from the motherboard.
- C. Install rounded IDE cables.
- D. Drill holes in the PC's case to create more airflow.

Answer: C

Explanation:

QUESTION NO: 69

On a firewall how would a technician make sure that all external website traffic goes to the right computer?

- A. Configure all interior traffic appropriately
- B. In the exceptions list put in the IP address of the local website
- C. Configure firewall NAT
- D. Configure port forwarding

Answer: D

Explanation:

QUESTION NO: 70

A user states that their monitor is suddenly displaying garbled images, strange colors, and leaving cursor trails. The technician determines that the system is using an onboard graphics controller. Which of the following is the MOST likely cause of the display problem?

- A. Defective power supply
- B. Fragmented hard drive
- C. Outdated firmware
- D. Defective RAM

Answer: D

Explanation:

QUESTION NO: 71

The TELNET command allows a technician to do which of the following?

- A. Map connectivity to a remote machine.
- B. Create a secure connection to a remote machine.
- C. Transfer files from a remote machine.
- D. Execute commands on a remote machine.

Answer: D

Explanation:

QUESTION NO: 72

A technician is replacing a processor that is attached perpendicular to the motherboard. Which of

the following processor types is needed?

- A. Ball grid array processor
- B. Socket processor
- C. Pin grid array processor
- D. Slot 1 processor

Answer: D

Explanation:

QUESTION NO: 73

Which of the following commands would a technician use to gather the IP addresses of all devices between a specific workstation and a printer?

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

Answer: A

Explanation:

QUESTION NO: 74

A user reports that a laser printer is displaying a maintenance error on the LCD. Which of the following should the technician do to resolve the error?

- A. Call the manufacturer of the printer
- B. Replace the paper
- C. Reset the page count
- D. Replace the printer

Answer: C

Explanation:

QUESTION NO: 75

A technician needs to change an existing drive formatted in FAT32 to a NTFS format, while retaining the data. Which of the following is the BEST way to make this change?

- A. Use Device Manager to disable the drive, then format it as NTFS
- B. Use Disk Management to change the format type
- C. Use Task Manager to start the CHKNTFS command
- D. Run the CONVERT command from the command prompt

Answer: D

Explanation:

QUESTION NO: 76

A user's hard drive has failed due to harsh conditions of their workplace. Which of the following hard drive types should a technician recommend?

- A. SATA drive
- B. Solid state drive
- C. Hot swappable drive
- D. PATA drive

Answer: B

Explanation:

QUESTION NO: 77

A user reports that their PC is making a strange noise. Which of the following is the cause of the problem?

- A. A network cable is vibrating against the system case.
- B. An internal wire is improperly routed and is hitting the CPU fan.
- C. The thermal grease on the CPU has dried out and needs to be replaced.
- D. The CPU needs to be reseated.

Answer: B

Explanation:

QUESTION NO: 78

Which of the following IP addresses are considered to be private IP addresses? (Select TWO)

- A. 127.0.1.1
- B. 75.56.89.1
- C. 10.13.90.8
- D. 182.168.0.1
- E. 192.168.0.1

Answer: C,E

Explanation:

QUESTION NO: 79

Which of the following locations would the HomeGroup feature be accessed?

- A. System properties
- B. Network and Sharing Center
- C. Network adapter properties
- D. Device Manager

Answer: B

Explanation:

QUESTION NO: 80

Which of the following protocols allows a user to store email on the server but synchronize it to a mail application?

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

D. POP3

Answer: A

Explanation:

QUESTION NO: 81

A user reports that a laser printer is producing poor quality prints. The technician observes that the pages have wrinkles and random patterns of missing print. Which of the following is the MOST likely cause of the problem?

- A. The corona wire is frayed
- B. The toner cartridge is defective
- C. The fuser needs to be replaced
- D. There is high humidity in the room

Answer: C

Explanation:

QUESTION NO: 82

A technician is installing a new high performance video card into a computer. Besides having the proper bus interface, which of the following items MUST the computer also have?

- A. At least 4GB of RAM
- B. A processor with at least two cores
- C. A dual layer DVD drive
- D. An available power connector

Answer: D

Explanation:

QUESTION NO: 83

A technician is trying to backup 5GB of data to an external hard drive formatted in FAT32. The backup keeps failing. Which of the following would BEST resolve this problem?

- A. Replace the drive.
- B. Backup to a USB drive.
- C. Backup to a Blu-Ray disk.
- D. Reformat the drive as NTFS.

Answer: D

Explanation:

QUESTION NO: 84

A user states that the system time continuously resets when the power goes out. Which of the following battery types would the user MOST likely replace?

- A. CR2025
- B. CR2032
- C. gV
- D. AAA

Answer: B

Explanation:

QUESTION NO: 85

A user reports that a computer cannot connect to the network. The technician examines the computer and determines that the adapter and cable are working correctly. Which of the following commands should the technician use NEXT to troubleshoot the problem?

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

Answer: C

Explanation:

QUESTION NO: 86

The same customer calls the helpdesk every Friday with the exact same issue. The computer locks up when loading payroll files. The solution is to download the file before attempting to open it. Which of the following is the BEST way to help the user resolve this problem instead of the weekly call?

- A. Document the issue again; inform a manager, and the customer's manager of the situation.
- B. Configure Volume Shadow Copy service on the customer's computer and notify the user that this is the preferred method.
- C. Tell the customer to download the file before attempting to open it.
- D. Set the file to be available offline so the customer is always using the local copy.

Answer: D

Explanation:

QUESTION NO: 87

A client used file properties to hide files in their user folder and now needs to get the files back. Using the command line tool, which of the following combination of command line parameters will make the files viewable once again?

- A. attrib + A+**
- B. attrib - A+H**
- C. attrib - RV **
- D. attrib - H **

Answer: D

Explanation:

QUESTION NO: 88

Which of the following would allow a user to check for performance issues automatically in Windows 7?

- A. Task Manager

- B. Upgrade Advisor
- C. Troubleshooting item in the Control Panel
- D. Device Manager in the Control Panel

Answer: C

Explanation:

QUESTION NO: 89

A technician wants to setup security permissions for a FAT32 hard drive while ensuring all data is intact. Which of the following commands should be used?

- A. FORMAT/X
- B. FORMAT/C
- C. REPLACE
- D. CONVERT

Answer: D

Explanation:

QUESTION NO: 90

Which of the following allows a Windows 7 remote user to edit a file offline then automatically update the changes when back in the office?

- A. Windows Defender
- B. Sync Center
- C. Windows Aero
- D. HomeGroup

Answer: B

Explanation:

QUESTION NO: 91

A user reports that their machine seems to be running slower than usual. The user states that the computer has become progressively worse as more applications are installed. Which of the

following is the FIRST step the technician should take?

- A. Run the CHKDSK utility
- B. Run the disk defragmenter utility
- C. Increase the capacity on the system volume
- D. Convert to a dynamic drive on the system

Answer: B

Explanation:

QUESTION NO: 92

A Windows 7 user states that a laptop does not display a picture when connected to a projector, but has a picture on the laptop's screen. Which of the following could be the cause?

- A. The laptop external display setting has been turned off.
- B. Windows 7 does not support multiple displays on laptops.
- C. The Windows APM is not set to Presentation Mode.
- D. A Windows 7 video driver is missing.

Answer: A

Explanation:

QUESTION NO: 93

Which of the following is the BEST tool a technician would use to reach a screw that has fallen out of reach?

- A. Wrist strap
- B. Extension magnet
- C. Pliers
- D. Tweezers

Answer: B

Explanation:

QUESTION NO: 94

A user attempts to login to a bookmarked site but is prompted for their social security number, mother's maiden name and date of birth. Which of the following has MOST likely happened?

- A. The website has updated the security policies.
- B. The user's identity has been stolen.
- C. The browser has been hijacked.
- D. The user typed the website address incorrectly.

Answer: C

Explanation:

QUESTION NO: 95

A former Windows Vista user now has Windows 7 on their desktop. The user cannot locate the gadgets bar. How can the user put gadgets on the desktop?

- A. Download the gadgets program from the Microsoft Downloads center.
- B. Change to the Vista desktop through the Personalization folder.
- C. Add gadgets to the desktop from the Control Panel.
- D. Add the gadgets from the Display folder.

Answer: C

Explanation:

QUESTION NO: 96

A customer's laptop display panel assembly had just been replaced. The customer notices that the wireless network adapter is enabled but detecting a weak signal. Which of the following is the MOST likely cause?

- A. The wireless card needs to be replaced.
- B. The antenna wires are not connected properly.
- C. The wireless drivers need to be updated.
- D. The display panel is defective.

Answer: B

Explanation:

QUESTION NO: 97

Which of the following commands is used to stop the print spooler service?

- A. msconfig
- B. ping \\printservername\spooler
- C. net stop spooler
- D. spoolsv.exe stop

Answer: C

Explanation:

QUESTION NO: 98

Which of the following connection types would be installed to provide a connection between two offices using a PSTN?

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

Answer: A

Explanation:

QUESTION NO: 99

Which of the following is a file system that theoretically supports up to 64ZB and more than 1000 files per directory?

- A. NTFS5
- B. FAT32
- C. NTFS

D. exFAT

Answer: D

Explanation:

QUESTION NO: 100

A customer states their LCD in their laptop is getting darker the more they use it. The customer has maximized the brightness of the LCD with the function keys. Which of the following would be the NEXT logical solution?

- A. Check and replace the backlight.
- B. Check and replace the video memory.
- C. Check and replace the inverter.
- D. Replace the LCD in the laptop.

Answer: A

Explanation:

QUESTION NO: 101

A user reports that a printer is printing pages that contain groups of random characters. Which of the following is the MOST likely cause of the problem?

- A. The network cable to the printer is faulty.
- B. The paper orientation was not set correctly.
- C. The printer drivers are corrupt.
- D. The fuser unit is not property installed.

Answer: C

Explanation:

QUESTION NO: 102

A legacy PCI IDE controller card does not recognize a new IDE HDD Which of the following maintenance techniques would BEST resolve this situation?

- A. Perform a BIOS upgrade.
- B. Update the IDE controller's firmware,
- C. Format the HDD on another PC
- D. Update the IDE controller's driver

Answer: B

Explanation:

QUESTION NO: 103

Which of the following Internet connections has the GREATEST latency?

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

Answer: A

Explanation:

QUESTION NO: 104

Which of the following commands will determine the protected system files have been overwritten and will replace those files with the original version?

- A. MSCONFIG
- B. CHKDSK
- C. RECOVER
- D. SFC

Answer: D

Explanation:

QUESTION NO: 105

For the IP address 192.168.2.1 which of the following subnet masks would be MOST likely used?

- A. 255.255.0.0
- B. 255.255.248.0
- C. 255.255.255.0
- D. 255.255.255.255

Answer: C

Explanation:

QUESTION NO: 106

A technician installs a new network printer and configures a group of six users with access. The next morning the technician receives a report that none of the users can access the new printer. Which of the following is the MOST likely cause of the problem?

- A. The user's computers were set with a static IP.
- B. The user's computers were set for DHCP.
- C. The printer was set for DHCP.
- D. The printer was set with a static IP

Answer: C

Explanation:

QUESTION NO: 107

Which of the following locations would a 32-bit program install on a 64-bit version of Windows 7?

- A. C:\Windows
- B. C:\Program Files (x86)
- C. C:\
- D. C:\Program Files

Answer: B

Explanation:

QUESTION NO: 108

Which of the following partition states is required to allow a Windows OS to boot?

- A. Active
- B. Logical
- C. Healthy
- D. Primary

Answer: A

Explanation:

QUESTION NO: 109

An EFS file will display in which of the following default color?

- A. Red
- B. Blue
- C. Black
- D. Green

Answer: D

Explanation:

QUESTION NO: 110

An advantage of a corporate centrally-managed anti-virus solution over a standalone anti-virus program is a corporate anti-virus solution:

- A. Is more secure than a standalone anti-virus program.
- B. Can push out anti-virus updates from a local, centralized location.
- C. Catches more viruses than the standalone anti-virus program.
- D. Catches more spyware and malware than a standalone anti-virus program.

Answer: B

Explanation:

QUESTION NO: 111

Which of the following locations allows the user to display and print a password in Windows 7 for sharing files?

- A. Windows Defender
- B. Manage Network Connections
- C. Network and Sharing Center
- D. HomeGroup and Sharing Options

Answer: D

Explanation:

QUESTION NO: 112

A technician changed the wireless router settings to automatically assign only five IP addresses to make the network more secure. The technician notices that now a wireless printer is sporadically dropping connections when multiple computers are on the wireless network. Which of the following would MOST likely solve the connection issue?

- A. Set up the printer to use a static IP address.
- B. Increase the wireless router lease times.
- C. Install an additional access point.
- D. Configure the printer for DHCP.

Answer: A

Explanation:

QUESTION NO: 113

Which of the following is the default SSH port?

- A. 21
- B. 22
- C. 23
- D. 25

Answer: B

Explanation:

QUESTION NO: 114

A technician is setting up an email account on a smart phone. To ensure that messages read on the phone will be marked as read when viewed on the computer, which of the following should the

technician configure?

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

Answer: D

Explanation:

QUESTION NO: 115

The technician is working on a system and has determined that the hard drive must be reimaged. However, the customer wants to retain all the data. Which of the following would take the LEAST amount of time to implement?

- A. Create a new partition on the hard drive, copy all data to the new partition, reimage the drive, the old data will be on the new partition and accessible.
- B. Install a new hard drive, slave the old drive, image the new drive, and show the customer how to access their data on the old drive.
- C. Upload the data to an external FTP server, reimage the drive, and then restore the data to the newly imaged drive.
- D. Copy data to a USB connected hard drive, reimage the drive, and then restore the data to the newly imaged drive.

Answer: D

Explanation:

QUESTION NO: 116

When can a 24-pin cable from a power supply be used on a 20-pin connection on a motherboard?

- A. When the 24-pin connector is not adjustable
- B. When the connector is compatible with the motherboard
- C. When the connector is rotated 180 degrees before insertion
- D. When the remaining 4-pins are shorted

Answer: B

Explanation:

QUESTION NO: 117

Which of the following tools would a technician use to trace a network cable?

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

Answer: D

Explanation:

QUESTION NO: 118

A technician is asked to repair a Windows 7 computer with boot errors. Which of the following commands may be used?

- A. CHKDSK/r
- B. DEFRAG
- C. SCANDISK/repair
- D. DXDIAG

Answer: A

Explanation:

QUESTION NO: 119

Where can a technician change processing priority between background processes and applications in Windows XP? (Select TWO).

- A. Control Panel > Performance and Maintenance > System > Advanced
- B. Computer Management > Settings > Tools > System Settings > Advanced
- C. Computer Management > System > Settings
- D. Computer Properties > System > Advanced
- E. Control Panel > System > Tools > Settings > Advanced

Answer: A,D

Explanation:

QUESTION NO: 120

Which of the following should a technician MOST likely use to test a RS-232 port?

- A. Loopback adapter
- B. Power supply tester
- C. The ping command
- D. Multimeter

Answer: A

Explanation:

QUESTION NO: 121

A technician receives a computer that has a virus. Which of the following should the technician perform FIRST?

- A. Identify the malware.
- B. Research the malware types.
- C. Run the System Recovery Utility.
- D. Rollback to the System Restore Point.

Answer: A

Explanation:

QUESTION NO: 122

A user accidentally saved a file to a network drive. Which of the following can be used to display which network drives are mapped?

- A. NETSTAT
- B. NET
- C. IPCONFIG
- D. NSLOOKUP

Answer: B

Explanation:

QUESTION NO: 123

A laptop with a soldered DC jack will only charge the battery when the output cord from the AC adapter is held at a certain angle. Which of the following should the technician inspect FIRST?

- A. Inverter
- B. Motherboard
- C. Main battery
- D. BIOS settings

Answer: B

Explanation:

QUESTION NO: 124

A user is plugging in an external IEEE 1394 hard drive into a mini IEEE 1394 port on the laptop. The user states that the hard drive is not being recognized by the operating system. Which of the following is the MOST likely cause?

- A. There is not enough memory in the laptop.
- B. The BIOS boot order is configured incorrectly.
- C. The external hard drive needs to be formatted.
- D. The mini FireWire port does not supply power.

Answer: B

Explanation:

QUESTION NO: 125

A user reports the system runs fine for a few minutes and then freezes or locks up. Which of the following is the BEST cause of this issue?

- A. Memory is bad or not seated.
- B. Fans are failing.
- C. Power supply needs to be replaced.
- D. CD-ROM is faulty and needs to be replaced.

Answer: B

Explanation:

QUESTION NO: 126

A virus scanner is running on a computer and scans all files currently in use. Why should a full scan be performed periodically?

- A. Files not accessed recently may contain a virus.
- B. A full scan optimizes all files on the hard drive.
- C. A full scan resets the archive bit on the file.
- D. Active antivirus software only scans the C:\WINDOWS directory.

Answer: A

Explanation:

QUESTION NO: 127

During winter months, a user plugs in a personal desk heater. Now the user is experiencing intermittent network connectivity. Which of the following is MOST likely occurring?

- A. Crosstalk
- B. Loose connector
- C. Incorrect cable placement
- D. Split cables

Answer: C

Explanation:

QUESTION NO: 128

A technician is troubleshooting intermittent network issues and suspects a faulty cable. Which of the following tools would be the BEST to determine the cause?

- A. Cable tester
- B. Network sniffer
- C. Loopback plug
- D. Multimeter

Answer: A

Explanation:

QUESTION NO: 129

Which of the following would a technician do FIRST if the customer stated their monitor resolution was changed and now the customer does not see a display?

- A. Reset the monitor
- B. Boot in Safe Mode
- C. Go into Display Properties
- D. Reseat video card

Answer: B

Explanation:

QUESTION NO: 130

After moving files from one folder to another, the technician cannot access them. Which of the following MUST the technician do to regain access to these files?

- A. In folder options, select show hidden files and folders.
- B. Perform the transfer again.
- C. Reboot the system, access will be reset automatically.
- D. Take ownership of the files.

Answer: D

Explanation:

QUESTION NO: 131

Which of The following locations would a technician use to add a Windows 7 computer to a domain?

- A. System Properties
- B. Windows Defender
- C. Network and Sharing Center
- D. Device Manager

Answer: A

Explanation:

QUESTION NO: 132

A laptop display is not working. The technician connects the laptop to an external monitor and it displays fine. The technician opens the laptop and checks the physical connector from the display to the motherboard and it appears connected and undamaged. Which of the following is the MOST likely problem?

- A. The LCD inverter is faulty.
- B. The video adapter is faulty.
- C. The LCD converter is faulty.
- D. The LCD lamp needs to be replaced.

Answer: A

Explanation:

QUESTION NO: 133

A user attempts to plug a scanner into the front USB port of a Windows computer but the scanner seems to not power on. Which of the following is the BEST solution to this?

- A. Run Windows Update on the computer
- B. Use a different USB cable
- C. Use the onboard USB ports
- D. Upgrade the computer's drivers

Answer: C

Explanation:

QUESTION NO: 134

To reach system restore, select:

- A. Start > right click on Computer > Advanced > Protection settings.
- B. Start > right click on Computer > Advanced > Advanced settings,
- C. Start > right click on Computer > Properties > System Protection.

D. Start > right click on Computer > Advanced > Start up & Recovery.

Answer: B,D

Explanation:

QUESTION NO: 135

A technician is setting up a small office home office (SOHO) with DSL broadband. Which of the following devices should the technician place on the phone line so that the line can be shared with a phone and the DSL modem?

- A. Coaxial splitter
- B. Router
- C. Line filter
- D. Heat sink

Answer: C

Explanation:

QUESTION NO: 136

Which of the following should the technician do FIRST when removing a paper jam?

- A. Open all the doors in the printer.
- B. Clear the print queue.
- C. Turn the printer off.
- D. Take the printer offline.

Answer: C

Explanation:

QUESTION NO: 137

A technician plugged in an external HDD. A message appears and shows that the device can perform faster. Which of the following will cause this message?

- A. The computer has USB 1.1 ports.
- B. The computer has USB 2.0 ports.

- C. The external HDD is using FireWire.
- D. The external HDD is using USB 1.1.

Answer: A

Explanation:

QUESTION NO: 138

A workstation that is reporting memory errors that started when a memory upgrade was completed which of the following is the MOST likely cause of the errors?

- A. The new memory was installed in the second bank and runs at a lower speed than bank one
- B. A different brand of memory was installed in bank two.
- C. The memory stick was larger than the memory stick already installed.
- D. The memory stick installed in bank two was smaller than the memory stick in bank one.

Answer: A

Explanation:

QUESTION NO: 139

Where would a technician go to turn off UAC in Windows Vista?

- A. Control Panel
- B. Active Directory Users and Computers
- C. Computer Management
- D. Run> Command prompt > NET STOP UAC

Answer: A

Explanation:

QUESTION NO: 140

A technician is checking on a printer that is frequently jamming. The jams always consist of multiple papers becoming stuck. The paper in the printer was just reloaded this morning. Which of the following is the MOST likely reason for the jams?

- A. The drum is old and needs to be replaced.

- B. The fuser is not coming up to the proper temperature.
- C. The paper tray rollers are too tight.
- D. The paper is damp due to humidity.

Answer: D

Explanation:

QUESTION NO: 141

A lab is setup with removable drives to train users in multiple operating systems. A user states that the lab computer will not boot up and receives an error about no operating system found. All of the cables are plugged in securely to the computer. Which of the following is the MOST likely cause that a user cannot boot up the workstation?

- A. The removable drive is not locked.
- B. The monitor is not functioning.
- C. The lab network is down.
- D. The memory is not seated properly

Answer: A

Explanation:

QUESTION NO: 142

A user is experiencing slowness while opening documents from the hard drive. Which of the following tools should a technician use as a FIRST step in solving this problem?

- A. Defrag
- B. Event Viewer
- C. Performance Monitor
- D. Regedit

Answer: A

Explanation:

QUESTION NO: 143

Which of the following commands maps network resources?

- A. TRACERT
- B. NETSH
- C. TELNET
- D. NET USE

Answer: D

Explanation:

QUESTION NO: 144

The technician needs to map a network share to the user's Windows 7 computer from the command prompt. Which of the following commands will the technician execute?

- A. NET SEND
- B. NET CONFIG
- C. NET USE
- D. NET NAME

Answer: C

Explanation:

QUESTION NO: 145

A technician is troubleshooting a laptop with a powered USB hub. The USB hub has a keyboard, mouse, and a removable hard drive plugged into it. The devices are not being recognized by the operating system. A USB wireless device is connected directly to the PC and working properly. Which of the following should the technician attempt FIRST?

- A. Attach the wireless device to the USB hub to verify if the PC will detect it.
- B. Verify that the USB ports are turned on in the BIOS and set the proper boot order.
- C. Replace the USB hub with a non-powered USB hub.
- D. Replace the keyboard and mouse

Answer: A

Explanation:

QUESTION NO: 146

Which of the following uses port 21 by default?

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

Answer: A

Explanation:

QUESTION NO: 147

A user reports that their printouts have strange characters and are unreadable. Which of the following should the technician check FIRST?

- A. Check the printer cable.
- B. Check the printer driver.
- C. Check that the printer is online.
- D. Check the print spooler.

Answer: B

Explanation:

QUESTION NO: 148

A user has just upgraded to Windows Vista Ultimate from Windows XP. The user stated that since the upgrade, the computer performance is slow. Which of the following can be done to increase the performance of the computer?

- A. Replace the HDD
- B. Reinstall Windows XP
- C. Disable Windows Aero
- D. Run CHKDSK

Answer: C

Explanation:

QUESTION NO: 149

Which of the following tools should a technician use to avoid ESD?

- A. Anti-Static wrist strap
- B. Cable tester
- C. Toner probe
- D. Multimeter

Answer: A

Explanation:

QUESTION NO: 150

A technician replaces an older SCSI drive with a much larger SCSI drive. The system's SCSI adapter card does not recognize the new drive. The driver for the SCSI adapter is up-to-date. Which of the following is the BEST action for the technician to take?

- A. Check that the SCSI adapter is getting power.
- B. Format the SCSI drive with NTFS on another system before the installation.
- C. Check for a firmware update from the manufacturer of the SCSI adapter.
- D. Change the jumper settings on the SCSI adapter.

Answer: C

Explanation:

QUESTION NO: 151

A technician is called out to look at a Windows Vista machine that has been exhibiting some strange behavior since the user was given administrative control last month. After troubleshooting, the issues are not resolved. Which of the following would be the EASIEST way for the technician to get the machine into the last known good state?

- A. Do a system restore to the day before the user was given administrative control.
- B. Upon boot hit the F8 key and have the computer boot to the Last Known Good Configuration.
- C. Reboot with the ERD and have it repair the Windows Vista installation.
- D. Rebuild the machine from an OEM disk.

Answer: A

Explanation:

QUESTION NO: 152

A technician has just cleaned a system of severe virus and malware infections. Which of the following could prevent the system from becoming infected again?

- A. Change the attributes of all registry keys to 'read only'
- B. Relocate the temp directory
- C. Delete the system restore points
- D. Disable automatic updates

Answer: C

Explanation:

QUESTION NO: 153

A user states that a document is stuck in the print queue. A technician logs on to the computer and tries to delete the document, but the document will not delete and the printer has stalled. Which of the following is the NEXT step that the technician should attempt?

- A. Restart the print spooler service.
- B. Remove and re-add the printer.
- C. Power cycle the printer.
- D. Reinstall the print drivers.

Answer: A

Explanation:

QUESTION NO: 154

Which of the following operating systems has the sidebar enabled by default on the desktop?

- A. Microsoft Windows 7
- B. Microsoft Windows 2000
- C. Microsoft Windows Vista
- D. Microsoft Windows XP

Answer: C

Explanation:

QUESTION NO: 155

A new computer does not boot after installing a pair of memory modules. Which of the following is MOST likely the reason the computer will not boot?

- A. The BIOS needs to be updated
- B. The memory is defective
- C. The incorrect memory is installed
- D. The RAID configuration is incorrect

Answer: C

Explanation:

QUESTION NO: 156

A program configuration file on a shared computer changes each time the program is run, causing the program to fail. Which of the following steps could a technician take to help prevent this file from being changed?

- A. Set the group's folder permissions to deny.
- B. Use Event Viewer to monitor changes to the file.
- C. Store a backup copy of the file on a USB drive.
- D. Change the file attribute to read only.

Answer: D

Explanation:

QUESTION NO: 157

A technician is installing a network printer in a small business. The office is setup to use DHCP to assign addresses. Which of the following is the BEST option for setting up the printer?

- A. Assign the printer to use DHCP for addressing.
- B. Assign the printer a public IP address.
- C. Assign the printer a static address outside the DHCP range.
- D. Assign the printer a static address inside the DHCP range.

Answer: C

Explanation:

QUESTION NO: 158

A user wants several laptops to be able to share files, without being physically attached to each other. Which of the following should the technician install into the computers?

- A. Hub
- B. VPN
- C. Bluetooth
- D. Wired NIC

Answer: D

Explanation:

QUESTION NO: 159

Which of the following is a loopback address?

- A. 127.0.0.1
- B. 127.127.0.1
- C. 169.254.0.127
- D. 192.168.0.1

Answer: A

Explanation:

QUESTION NO: 160

Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in the Start menu, but the document is not found. Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user

Answer: D

Explanation:

QUESTION NO: 161

Which of The following represents an administrative share?

- A. IPC\$
- B. E
- C. Session_Admin
- D. SAdmin

Answer: A

Explanation:

QUESTION NO: 162

A user has reported that they cannot access the company FTP site. The user states that they are using the IP address that was given to them "74200.92.105". Which of the following is MOST likely the problem?

- A. Invalid IP address
- B. FTP program is not working
- C. Port 21 is blocked
- D. The FTP site is down

Answer: A

Explanation:

QUESTION NO: 163

A user wants to upgrade their laptop* s wireless card to increase the connection speed. Which of the following is the FASTEST technology available for a laptop?

- A. An 802.11b MiniPCI replacement card
- B. An 802.11 g MiniPCI replacement card
- C. An 802.11 a MiniPCI replacement card
- D. An 802.11n MiniPCI replacement card

Answer: D

Explanation:

QUESTION NO: 164

Which of the following is the default location for the User profiles folder in Windows 7?

- A. C:\Users
- B. C:\Program Files (x86)
- C. C:\Documents and Settings\
- D. C:\Windows\system32

Answer: A

Explanation:

QUESTION NO: 165

Which of the following would a technician install if the motherboard supported a maximum bus speed of 400MHz and the user wanted the memory to run at the maximum bus speed within the manufacturer's specifications?

- A. PCI600
- B. PC2100
- C. PC2700
- D. PC3200

Answer: D

Explanation:

QUESTION NO: 166

A user is reporting a loud grinding sound when the machine is powered on. The machine loads into windows and the user does not notice any performance issues. Which of the following is the MOST likely cause of the noise?

- A. Power supply failure
- B. Bad HD
- C. Bad fan
- D. Faulty CD-Rom

Answer: C

Explanation:

QUESTION NO: 167

A customer wants to have a technician increase the amount of RAM in the laptop. Which of the following should the technician do FIRST before adding more memory?

- A. Check for available hard drive space
- B. Check the laptop documentation
- C. Open the case to check for an available slot
- D. Check the operating system on the computer

Answer: B

Explanation:

QUESTION NO: 168

A Windows OS has failed to load after a successful power on self test. Which of the following steps will help troubleshoot the problem?

- A. Change the time and date in the BIOS.
- B. Replace the keyboard.
- C. Check for media in the optical drive.
- D. Add more RAM.

Answer: C

Explanation:

QUESTION NO: 169

A tape drive is reporting errors. Which of the following maintenance procedures should the technician do FIRST?

- A. Replace all the tapes with brand new tapes
- B. Install a new IDE drive cable.
- C. Uninstall the backup software and reinstall.
- D. Use the included cleaning tape on the drive.

Answer: D

Explanation:

QUESTION NO: 170

Which of the following recovery options restores the registry and driver settings that were affected since the computer was started successfully?

- A. BIOS update
- B. Full backup
- C. Safe Mode with command prompt
- D. Last known good configuration

Answer: D

Explanation:

QUESTION NO: 171

A technician is troubleshooting a monitor displaying a blank screen and the power indicator light is on. Which of the following should the technician do next?

- A. Test the computer with a known-good monitor.
- B. Check if the monitor is still covered under the manufacturer's warranty.
- C. Replace the monitor's power cord with a known-good power cord
- D. Swap out the computer's video card

Answer: A

Explanation:

QUESTION NO: 172

A user's laptop fan is making an unusually high pitched noise. "The FIRST step would be to:

- A. Contact the manufacturer's technical support.
- B. Remove the bottom of the laptop to view the fan.
- C. Blow compressed air through the fan slot out of the computer.
- D. Replace the fan

Answer: C

Explanation:

QUESTION NO: 173

Offline files and folders are available on which versions of Windows? (Select TWO)

- A. Windows 7 Ultimate
- B. Windows 7 Home Premium
- C. Windows XP Home
- D. Windows Vista Home Premium 64-bit
- E. Windows XP Professional

Answer: A,E

Explanation:

QUESTION NO: 174

Which of The following, when implemented, will degrade security of a new wireless router?

- A. Implement WEP
- B. MAC filtering
- C. Enable broadcast
- D. Disable SSID

Answer: C

Explanation:

QUESTION NO: 175

Which of the following is true about a Guest account on a Windows XP stand alone system?

- A. A Guest account has no access to the Internet.
- B. A Guest account cannot be disabled once enabled.
- C. A Guest account cannot use shared or multiuser software in a non-domain network.
- D. A Guest account can access files of non-password protected users.

Answer: D

Explanation:

QUESTION NO: 176

Which of the following mail protocol settings would MOST likely be used when a client needs the ability to synchronize folders?

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

Answer: C

Explanation:

QUESTION NO: 177

A technician installed a new application on a Windows XP desktop. When the technician tries to launch the application it crashes. Which of the following can the technician use to troubleshoot the application?

- A. System logs
- B. Security logs
- C. Application logs
- D. Application installation logs

Answer: C

Explanation:

QUESTION NO: 178

A technician has installed front panel USB ports and now they are not functioning properly, however, the ports located on the rear of the motherboard are functioning properly. Which of the following would be the FIRST step to take?

- A. Check the Device Manager for any alerts or question marks over USB related devices
- B. Check the USB rear panel header pin outs, and ensure that the ports are wired per the manufacturer's instructions

- C. Ensure that the devices being plugged in are not drawing too much power from the USB ports
- D. Test the voltage output of each USB port with a multimeter and compare front and rear USB ports

Answer: A

Explanation:

QUESTION NO: 179

A user is experiencing data corruption issues on their PC. Which of the following utilities would be the BEST to help troubleshoot the problem?

- A. Format
- B. Disk Cleanup
- C. Backup
- D. Check Disk

Answer: D

Explanation:

QUESTION NO: 180

When working in a SOHO environment with a machine that has been infected with a virus, which of the following is the FIRST step the technician should take with the infected machine?

- A. Remove the infected system from the network.
- B. Update the antivirus software with the newest definitions.
- C. Remove the user's permissions from the machine and then run a virus scan.
- D. Reboot the computer in Safe Mode and run a system scan.

Answer: A

Explanation:

QUESTION NO: 181

Which of the following commands would be used to verify and troubleshoot DNS settings of a particular host on a Windows computer?

- A. TRACERT
- B. NSLOOKUP
- C. CHKDSK
- D. XCOPY

Answer: B

Explanation:

QUESTION NO: 182

Which of The following voltages are MOST commonly present on a power cable connecting to drives inside of a standard computer case?

- A. 2.2 and 5
- B. 5 and 10
- C. 5 and 12
- D. 12 and 120

Answer: C

Explanation:

QUESTION NO: 183

Which of the following is the MINIMUM number of required drives in a RAID 5 configuration?

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

Answer: B

Explanation:

QUESTION NO: 184

Which of the following would be configured on an internal firewall or router in order to allow a web server on a LAN to host websites to the Internet?

- A. MAC address filtering
- B. WINS
- C. DHCP
- D. Port forwarding

Answer: D

Explanation:

QUESTION NO: 185

A technician is setting up a server for remote access in a small office. Which of the following ports should the technician configure for port forwarding?

- A. 21
- B. 443
- C. 3389
- D. 8080

Answer: C

Explanation:

QUESTION NO: 186

After installing a new video card, the computer loads Windows and continuously reboots. Which of the following would be the FIRST step that a technician should take?

- A. Run CHKDSK
- B. Boot to ERD
- C. Run MSCONFIG
- D. Go into Safe Mode

Answer: D

Explanation:

QUESTION NO: 187

Which of the following would be used to implement digital phone service inside of a large company?

- A. LDAP
- B. Fiber
- C. PSTN
- D. VoIP

Answer: D

Explanation:

QUESTION NO: 188

Which of The following is considered two factor authentication?

- A. Use of a login name and password
- B. Assigning two smartcards to each user
- C. Assigning two passwords to each user
- D. Using a login account and a smartcard

Answer: D

Explanation:

QUESTION NO: 189

A technician wants to replace a 500GB hard drive with a 640GB hard drive in a laptop. Which of the following hard drive interfaces will the laptop MOST likely use?

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

Answer: A

Explanation:

QUESTION NO: 190

A desktop PC monitor has no display after a power failure. The light on the monitor is on. Which of the following actions should be taken FIRST?

- A. Power cycle the USB peripherals.
- B. Power cycle the breaker switches.
- C. Power cycle the PC.
- D. Power cycle the uninterruptible power supply (UPS).

Answer: C

Explanation:

QUESTION NO: 191

The user reports when a laptop's power button is pushed there is no response. The FIRST step to address the issue would be which of the following?

- A. Reseat the memory
- B. Plug in the external power supply
- C. Replace the battery
- D. Close the lid and reopen it

Answer: B

Explanation:

QUESTION NO: 192

Which of the following is the BEST tool to use in Windows 7 to backup important system files without requiring external storage?

- A. XCOPY
- B. NTBackup
- C. Task Manager
- D. System Protection

Answer: D

Explanation:

QUESTION NO: 193

During startup an error message "One or more services failed to start" appears. Which of the following methods can be used to examine the status of the services running on the computer? (Select TWO).

- A. Click on Start > Control Panel > System
- B. Right click on My Computer and select Properties from the context menu
- C. Click on Start > Control Panel > Administrative Tools
- D. Right click on the Desktop and select Properties from the context menu
- E. Right click on My Computer and select Manage from the context menu

Answer: C,E

Explanation:

QUESTION NO: 194

A technician has a defective disk. Which of The following commands would be used to extract readable information?

- A. REPLACE
- B. CONVERT
- C. RECOVER
- D. REM

Answer: C

Explanation:

QUESTION NO: 195

Which of The following voltages are found on a 15-pin SATA power connector? (Select TWO).

- A. -5v
- B. 3.3v
- C. 12v
- D. 24v
- E. 120v

Answer: B,C

Explanation:

QUESTION NO: 196

A technician is trying to retrieve a screw that fell inside a case and is just out of reach. Which of the following is the BEST procedure to retrieve the screw?

- A. Turn the case upside down, shake gently and let the screw fall out.
- B. Use a shop vacuum to retrieve the screw.
- C. Use the hardware abstraction layer (HAL).
- D. Use an extension magnet.

Answer: D

Explanation:

QUESTION NO: 197

Users cannot print to a network printer. After physically checking the printer everything appears to be functioning correctly on the printer. Which of the following is the MOST likely cause of the problem?

- A. The printer is out of memory.
- B. The printer is disconnected from the network.
- C. The printer is out of paper.
- D. The printer is not powered on.

Answer: B

Explanation:

QUESTION NO: 198

Which of the following protocols should a technician consider troubleshooting if a user is not receiving incoming emails on their desktop?

- A. SMTP
- B. POP3
- C. FTP
- D. SIP

Answer: B

Explanation:

QUESTION NO: 199

A system had been infected with a virus. After the virus was removed it returned a few days later even though the system had not been connected to a network or external media. Which of the

following should be done to remove the virus more permanently?

- A. Enable last known good configuration
- B. Disable system restore and clean the PC.
- C. Remove all spyware prior to a virus scan.
- D. Run the virus scanner with heuristics.

Answer: B

Explanation:

QUESTION NO: 200

A newly installed floppy drive activity light stays on. Which of the following is the MOST likely problem?

- A. The computer does not support this type of drive.
- B. Connector is plugged in backwards.
- C. Power is plugged in backwards.
- D. All floppies are corrupt.

Answer: B

Explanation:

QUESTION NO: 201

Whenever a user tries to print a specially formatted document, it prints but strips the text and has incorrect spacing. Which of the following issues is the most likely cause?

- A. The wrong size paper is being used
- B. The printer is not on the network
- C. The print spooler service is not running
- D. The wrong printer drivers are installed

Answer: D

Explanation:

QUESTION NO: 202

Which of The following commands will make exact duplicates of files and directory trees?

- A. TREE
- B. COPY
- C. XCOPY
- D. DISKCOPY

Answer: C

Explanation:

QUESTION NO: 203

Which of The following are encrypted protocols? (Select TWO)

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

Answer: B,E

Explanation:

QUESTION NO: 204

A technician is about to install a new CPU in a computer Which of the following tools should the technician use?

- A. Anti-static screws
- B. Magnetized screwdriver
- C. Loopback plugs
- D. Anti-static wrist strap

Answer: D

Explanation:

QUESTION NO: 205

A technician installs a second IDE hard drive into a desktop computer for extra storage space. Upon attempting to boot up the computer, the screen stays blank. Which of the following is the MOST likely cause of the blank screen?

- A. Jumper settings for the second hard drive was not set to slave
- B. Motherboard cannot handle more than one hard drive
- C. CMOS battery needs to be replaced
- D. The second hard drive was not properly plugged into the motherboard

Answer: A

Explanation:

QUESTION NO: 206

A technician wants to setup hardware RAID 5 for a Windows 7 computer to prevent data loss. Which of the following locations would the technician MOST likely change the setting?

- A. Disk Manager
- B. Device Manager
- C. Windows Boot DVD
- D. The BIOS

Answer: D

Explanation:

QUESTION NO: 207

A user's PC will not start. When the technician powers on the computer the video display remains blank and a series of beeps can be heard. Which of the following should the technician do NEXT?

- A. Unplug the speaker cable from the motherboard to avoid damaging it.
- B. Remove all the memory from the motherboard and replace with new modules.
- C. Check the power supply connector to the motherboard to see that it is seated correctly.
- D. Find the BIOS version and consult the vendor's documentation to determine the error.

Answer: D

Explanation:

QUESTION NO: 208

The user cannot access some Internet websites, but can connect to resources inside the local network. The technician successfully uses the ping command to test the user's connectivity. Which of the following commands can the technician run NEXT to troubleshoot the issue?

- A. net/?
- B. ipconfig /flushdns
- C. netstat-r
- D. nbtstat-R

Answer: B

Explanation:

QUESTION NO: 209

Which of the following is used by BitLocker to lock an encryption key and protect data?

- A. ECP
- B. IRQ
- C. AGP
- D. TPM

Answer: D

Explanation:

QUESTION NO: 210

A technician has replaced a video card with another manufacturer's video card. The driver installation does not complete. Which of the following steps should the technician take FIRST?

- A. Roll back the driver.
- B. Install the original video card and reboot.
- C. Delete the monitor.
- D. Remove the video card and reboot

Answer: A

Explanation:

QUESTION NO: 211

An employee at a branch site reports they have received the new replacement shared workgroup printer. It is the identical model as the old one. The employee has replaced the old printer and re-plugged in all of the cables on the new printer. Which of the following is the EASIEST way to ensure all the branch clients can still connect to the replacement printer via IPP?

- A. Allow the printer to acquire a DHCP address
- B. In DHCP set reservation by MAC address
- C. Name the printer the old printer name
- D. Have the client print the configuration page

Answer: B

Explanation:

QUESTION NO: 212

Which of the following can be used to kill a running process?

- A. Control Panel
- B. Computer Management
- C. Task Manager
- D. Add/Remove Programs

Answer: C

Explanation:

QUESTION NO: 213

A user reports that they are having trouble connecting to some Internet sites. Upon further examination, the technician discovers that navigation to the user's anti-virus vendor and to Windows Updates is failing while other sites seem to redirect to sales orientated sites. Which of the following is the MOST likely cause of this issue?

- A. Faulty hardware driver
- B. Corrupt LMHOSTS file
- C. Incorrect DHCP settings
- D. Malware

Answer: D

Explanation:

QUESTION NO: 214

Which of the following protocols is used to connect to web sites over a secure communications link?

- A. SSH
- B. SFTP
- C. HTTPS
- D. IMAP

Answer: C

Explanation:

QUESTION NO: 215

Upon booting, the error message 'operating system not found' stops the boot process. Which of the following will correct the problem?

- A. Turn off SATA support in the BIOS
- B. Change the hard drives from master/slave to cable select
- C. Install the device drivers that came with the device
- D. Use the FDISK command to change the partition type to extended

Answer: B

Explanation:

QUESTION NO: 216

A user reports that .tiff files are no longer able to be opened. Which of the following is the MOST likely cause?

- A. File associations have been removed.
- B. The file extension is invalid or unusable.
- C. The file is corrupted.
- D. There is no photo-editing program loaded on the computer.

Answer: A

Explanation:

QUESTION NO: 217

In which of the following locations can a technician end running programs when they are no longer responding?

- A. Services Console
- B. Computer Management
- C. My Computer
- D. Task Manager

Answer: D

Explanation:

QUESTION NO: 218

A change has been made to the system that is not allowing access to the BIOS, the machine will not POST. Which of the following is the FIRST action that the technician should perform?

- A. Remove the CMOS battery
- B. Use the CMOS jumper to reset the BIOS
- C. Flash the CMOS
- D. Access Advanced BIOS settings and reset

Answer: B

Explanation:

QUESTION NO: 219

After adding a new EIDE DVD-RW drive to a PC, it does not show up in POST. Which of the following should be performed FIRST?

- A. Verify the jumper settings for the devices on the bus.
- B. Remove all devices and add one at a time.
- C. Replace the existing CD-ROM drive with a known good unit.
- D. Replace the new DVD-RW drive with a known good unit.

Answer: A

Explanation:

QUESTION NO: 220

A user is trying to connect a workstation to an application that communicates only on port 1025 in a remote branch office and the connection request times out every time. Which of the following options is MOST likely the cause?

- A. All traffic on the network must travel over port 80
- B. The application is configured to talk on an incorrect port
- C. The firewall has the ports above 1024 blocked
- D. All traffic on the network must travel over port 443

Answer: C

Explanation:

QUESTION NO: 221

Which of the following tools would be MOST helpful in troubleshooting a faulty power supply?

- A. Multimeter
- B. Cable certifier
- C. Patch cord
- D. Loopback plugs

Answer: A

Explanation:

QUESTION NO: 222

A technician needs to verify the protected system files in Windows are correct. Which of the following commands would a technician use to perform this?

- A. VERIFY
- B. RECOVER
- C. SFC
- D. SCANDSK

Answer: C

Explanation:

QUESTION NO: 223

A technician is attempting to use a command line prompt to continuously ping a remote server to check availability and reliability of the connection. Which of the following provides the ping command needed to continuously ping the system?

- A. ping-a
- B. ping-f
- C. ping-r
- D. ping-t

Answer: D

Explanation:

QUESTION NO: 224

From which of the following locations could a technician disable a hardware component on a laptop in Windows?

- A. My Computer
- B. Task Manager
- C. Device Manager
- D. Services Console

Answer: C

Explanation:

QUESTION NO: 225

Which of the following would a technician install if the motherboard supported a maximum bus speed of 400MHz and the user wanted the memory to run at the maximum bus speed within the manufacturer's specifications?

- A. PC1600
- B. PC2100

- C. PC2700
- D. PC3200

Answer: D

Explanation:

QUESTION NO: 226

A user attempts to run an old program on their Windows 7 computer. The program briefly opens then closes immediately. Which of the following can the technician do to allow the program to run correctly on the user's computer?

- A. Run the program inside a virtual machine
- B. Run the program in Windows Compatibility mode
- C. Run the program after changing permissions to the executable
- D. Run the program from the command prompt

Answer: B

Explanation:

QUESTION NO: 227

Which of the following would be BEST to use when testing the functionality of a PSU?

- A. Multimeter
- B. Power supply tester
- C. Cable tester
- D. Voltmeter

Answer: B

Explanation:

QUESTION NO: 228

Which of the following printer failure symptoms can be described as a condition where the internal feed mechanism has stopped working temporarily?

- A. Power cycle

- B. Paper jam
- C. No connectivity
- D. Corrupt printer driver

Answer: B

Explanation:

QUESTION NO: 229

A user is experiencing data corruption issues on their PC. Which of the following utilities would be the BEST to help troubleshoot the problem?

- A. Format
- B. Disk Cleanup
- C. Backup
- D. Check Disk

Answer: D

Explanation:

QUESTION NO: 230

In Windows 7 in which of the following paths would a user with account CompTIA go to in order to view their pictures?

- A. C:\Documents and Settings\CompTIA\Pictures
- B. C:\Users\CompTIA\MyPictures
- C. C:\Users\CompTIA\Documents\Pictures
- D. C:\Documents and Settings\CompTIA\My Documents\My Pictures

Answer: B

Explanation:

QUESTION NO: 231

Which of the following is the default directory for User Profiles in Windows 7?

- A. C:\Profiles\

- B. C:\User Profiles\
- C. C:\Users\Profiles\
- D. C:\Users\

Answer: D

Explanation:

QUESTION NO: 232

A technician is reconfiguring the boot order in the BIOS on a workstation, and realizes that the system time is wrong. The technician resets the clock and a couple days later the system time is wrong again. Which of the following is MOST likely the cause of this issue?

- A. Power supply is not providing the proper voltage.
- B. CMOS battery has gone bad.
- C. Motherboard is not seated properly.
- D. The time zone settings are incorrect in the OS

Answer: B

Explanation:

QUESTION NO: 233

Which of the following is the FIRST step when troubleshooting a malfunctioning USB controller?

- A. Use Windows Device Manager
- B. Replace the USB controller
- C. Test the voltage using a multimeter
- D. Use the System Information Utility

Answer: A

Explanation:

QUESTION NO: 234

A technician is replacing a bad optical drive. The computer has one hard disk drive installed and no other drives. On the Primary IDE controller, which of the following configurations should the replacement optical drive be? (Select TWO).

- A. Slave
- B. Primary
- C. Master
- D. Secondary
- E. Cable Select

Answer: A,E

Explanation:

QUESTION NO: 235

A technician updates the motherboard firmware and the workstation does not indicate any hard drives in it now. Which of the following is MOST likely the problem?

- A. The hard drives were not plugged back in after the firmware update.
- B. RAID drivers need to be updated.
- C. The front side bus is corrupted.
- D. The USB ports need to be reset.

Answer: B

Explanation:

Topic 2, Volume B

QUESTION NO: 236

A client can no longer print from their computer to the default printer. The client successfully prints a test page directly from the printer. The printers queue shows the job ready to print. Which of the following is the BEST recommendation that the technician can make?

- A. Restart the print spooler service.
- B. Delete the print job and resubmit it.
- C. Verify the correct paper is being used.
- D. Reinstall the printers drivers.

Answer: A

Explanation:

QUESTION NO: 237

Which of the following will occur if %temp% is executed from the run command?

- A. The operating systems temporary folder will be opened.
- B. Applications located the %temp% folder will be executed.
- C. Applications will be deleted in the %temp% folder.
- D. The current users temporary folder will be opened.

Answer: D

Explanation:

QUESTION NO: 238

A technician needs to upgrade memory on a laptop with one available memory slot. The type and amount of memory has been confirmed to be correct. Once the new memory is added, the BIOS reports the original memory size. Which of the following is the NEXT step to perform?

- A. Replace all of the laptops memory.
- B. Reseat the laptop memory.
- C. Perform a Windows Update.
- D. Replace the motherboard.

Answer: B

Explanation:

QUESTION NO: 239

Which of the following contains the user profile directory for Microsoft Windows 2000 and XP?

- A. Users
- B. My Documents
- C. Documents and Settings
- D. Application Data

Answer: C

Explanation:

QUESTION NO: 240

A technician needs to add an expansion card to a computer. The documentation with the card states it requires a PCI x4 slot. The computer has PCI x1 and PCI x16 slots available. Which if the following should the technician do?

- A. The technician can install the card in a PCI x16 slot and get four times the performance.
- B. The technician can install the card in a PCI x1 slot and get half the performance.
- C. The technician can install the card in a PCI x16 slot with normal performance.
- D. The technician can install the card is a PCI x1 slot and get normal performance.

Answer: C

Explanation:

QUESTION NO: 241

Which of the following is used to test all computer hardware before installing an operating system?

- A. An operating system needs to be installed
- B. POST card
- C. Another computer
- D. BIOS setting

Answer: B

Explanation:

QUESTION NO: 242

Which of the following should be installed to support Gigabit Ethernet within a home network?

- A. 10Base2
- B. 100Base2
- C. 100BaseT
- D. 1000BaseT

Answer: D

Explanation:

QUESTION NO: 243

A laptop LCD screen needs to be replaced. Which of the following tools would be BEST used to open the case?

- A. Flathead screwdriver
- B. Plastic shim
- C. Metal shim
- D. Pliers

Answer: B

Explanation:

QUESTION NO: 244

A technician is dispatched to a malware infected system. Upon arrival, the technician notices the malwares pop-up on the screen. Which of the following boot methods would the technician utilize?

- A. Reboot in Safe Mode
- B. Reboot in Recovery Console
- C. Reboot in Last Known Good Configuration
- D. Reboot in System Debug Mode

Answer: A

Explanation:

QUESTION NO: 245

Which of the following devices can assist a technician in troubleshooting computers that will not start?

- A. Anti-static pad
- B. Loopback plug
- C. ISA card
- D. POST card

Answer: D

Explanation:

QUESTION NO: 246

Which of the following would be the correct address to use with the PING command when testing the functionality of a NIC?

- A. 10.0.0.1
- B. 127.0.0.1
- C. 169.254.0.1
- D. 255.255.255.1

Answer: B

Explanation:

QUESTION NO: 247

A technician is renaming files on a PC from a command prompt and is currently in the root of drive C:. Which of the following commands should the technician use to move to a different directory?

- A. CD
- B. DIR
- C. MD
- D. RD

Answer: A

Explanation:

QUESTION NO: 248

A workstation no longer has network connectivity. Upon visual inspection, all connectors and settings seem to be properly configured. Which of the following tools should the technician use to troubleshoot this issue?

- A. PSU tester
- B. Loopback plug
- C. Cable tester
- D. Multimeter

Answer: C

Explanation:

QUESTION NO: 249

A kiosk computer requires a CD-ROM to be in the drive in order for a program to function properly, but it keeps failing to boot when restarted. Which of the following will correct this?

- A. Replacing the CD-ROM media with rewritable media
- B. Changing the drive letter assignments in Disk Management
- C. Editing the AUTOEXEC.BAT file
- D. Properly configuring the BIOS settings

Answer: D

Explanation:

QUESTION NO: 250

Which of the following is the MOST important factor when using offline files on a networked computer?

- A. Proximity of the computer to the server
- B. Size of the computer hard drive
- C. Availability of either a CD-ROM or DVD-ROM on the computer
- D. File server operating system

Answer: B

Explanation:

QUESTION NO: 251

In Windows Vista, a users documents can be stored on a drive other than the default C drive location by changing the:

- A. program files folder location in the folders properties.
- B. Windows files folder location in the folders properties.
- C. documents folder location in the folders properties.
- D. system files folder location in the folders properties.

Answer: C

Explanation:

QUESTION NO: 252

A user has just updated application software on a PC and now finds the video display does not work with the new application. Which of the following should the technician do FIRST?

- A. Check the application web site for known hardware compatibility issues.
- B. Change the video resolution on the PC.
- C. Replace the video card.
- D. Go to the video card vendors website to get the latest drivers.

Answer: A

Explanation:

QUESTION NO: 253

A user is attempting to connect a laptop to a TV using an HDMI connector. The user reports the video works properly but there is no sound. Which of the following could be the MOST likely cause?

- A. The speakers are not compatible with the digital connection.
- B. The HDMI audio service has not been selected.
- C. The laptop needs an HDMI application installed.
- D. The HDMI cable is too long.

Answer: B

Explanation:

QUESTION NO: 254

A technician installs a new 802.11n network adaptor for a desktop computer. The technician tries to connect to an access point, but sees no available access points in the Wireless Configuration Manager. Which of the following is the BEST explanation to why none of the access points are listed?

- A. 802.11n access points are not available.
- B. The access points are out of range.
- C. The access points cannot accept any more connections.

D. 802.11n is not supported on the network.

Answer: B

Explanation:

QUESTION NO: 255

Which of the following multimeter modes would be used to MOST accurately test the functionality of the black and red wires on a Molex connector of an in use power supply?

- A. Voltage
- B. Continuity
- C. Resistance
- D. Calibrate

Answer: A

Explanation:

QUESTION NO: 256

Which of the following will happen when a user plugs a USB 1.1 device into a USB 2.0 port?

- A. The device will operate at the higher USB 2.0 speed.
- B. The device will not function.
- C. The device will prompt for drivers so that it can run at the higher USB 2.0 speed.
- D. The device will operate at the lower USB 1.1 speed.

Answer: D

Explanation:

QUESTION NO: 257

Which of the following utilities can a technician use to display NetBIOS over TCP/IP information?

- A. NETSTAT
- B. TRACERT
- C. NBTSTAT
- D. NSLOOKUP

Answer: C

Explanation:

QUESTION NO: 258

Which of the following is the difference between a stop error (e.g. stop C0021xxx) and a Dr. Watson error?

- A. A Dr. Watson error is usually related to a damaged graphics adaptor or memory chip.
- B. A Dr. Watson error occurs before the Windows GUI appears.
- C. A stop error is known as a blue screen and causes complete system failure.
- D. A stop error writes the error to a memory dump file before restoring the system to a working state.

Answer: C

Explanation:

QUESTION NO: 259

A technician upgraded a motherboard and CPU. The computer will not POST under the assembled configuration. Which of the following would be the BEST place to start troubleshooting?

- A. Ensure that the OS is installed properly.
- B. Ensure the computer has the proper cooling.
- C. Ensure that the mouse and keyboard are properly connected.
- D. Ensure RAM is correctly seated.

Answer: D

Explanation:

QUESTION NO: 260

A laptop is received for repair indicating that the screen is very dim. The technician has confirmed that it is a hardware issue. Which of the following parts should be replaced FIRST?

- A. The display harness
- B. The LCD inverter

- C. The LCD panel
- D. The video adapter

Answer: B

Explanation:

QUESTION NO: 261

A technician is able to connect to the Internet but cannot connect to a remote machine through Remote Desktop in Windows XP. Each time the technician attempts to connect to a remote location, the software times out. Which of the following is the MOST likely problem?

- A. The Java applet is disabled in the web browser.
- B. Deny all has not been configured in the firewall.
- C. Wireless network drivers are corrupt.
- D. Port forwarding settings are not correct.

Answer: D

Explanation:

QUESTION NO: 262

Which of the following commands will connect to and map a shared drive from a remote computer?

- A. TRACERT
- B. NET USE
- C. IPCONFIG
- D. NSLOOKUP

Answer: B

Explanation:

QUESTION NO: 263

A laptops LCD is getting scratched by the keyboard when the lid is closed. Which of the following would MOST likely prevent the LCD screen from being damaged further?

- A. Replacement of the keyboard
- B. Replacement of the rubber bumpers
- C. Replacement of the LCD hinges
- D. Replacement of the LCD panel

Answer: B

Explanation:

QUESTION NO: 264

A user installs a PostScript driver for a printer that supports only PCL. Which of the following is the MOST likely result?

- A. The printer will process PostScript appropriately.
- B. The printer will not print at all.
- C. The printer will print garbage or unreadable characters.
- D. The printer will print with a decreased resolution.

Answer: C

Explanation:

QUESTION NO: 265

A laser printer has a blank streak along one edge of each page but is otherwise printing normally. Which of the following is the MOST likely reason for this?

- A. The fuser is damaged.
- B. The printer needs to be rebooted.
- C. The paper is too thick.
- D. The toner cartridge is low.

Answer: A

Explanation:

QUESTION NO: 266

Which of the following is the default directory for User Profiles in Windows XP?

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

Answer: C

Explanation:

QUESTION NO: 267

A Sales Manager is a member of both the Sales group and the Managers group. The Sales Manager is attempting to update a file but is getting an 'Access Denied' error. The file is secured through NTFS.

The Sales group has the NTFS permissions:

Read - Allow

List Folder Contents - Allow

Modify - Deny

The Managers group has the NTFS permission:

Full Control – Allow

Why is the Manager receiving this error?

- A. The Manager is not the creator of the file.
- B. The Managers group does not explicitly have Write - Allow.
- C. Deny permissions override Allow permissions.
- D. The Sales group does not have Full Control - Allow.

Answer: C

Explanation:

QUESTION NO: 268

Which of the following is the speed a 1600MHz FSB processor will operate at if the FSB of the motherboard is 1333MHz?

- A. 1333MHz
- B. 1600MHz
- C. 2933MHz
- D. 3200MHz

Answer: A

Explanation:

QUESTION NO: 269

A customer's system is infected with hundreds of viruses, including spyware and malware. The customer has critical data on the system that needs to be recovered within 30 minutes. Which of the following is the BEST course of action the technician should take?

- A. Add a drive to the system and copy the system's contents of the hard drive to a second hard drive.
- B. Reformat the hard drive and recover the data from a recent backup.
- C. Remove the hard drive and copy the critical data to another system using an external dock.
- D. Update the anti-virus program and virus definitions and run a complete virus scan and automated virus removal.

Answer: C

Explanation:

QUESTION NO: 270

A technician is unable to associate a wireless laptop to an IEEE 802.11a wireless access point. The wireless laptop is configured to connect to the SSID, and the wireless client scans all 11 wireless channels, however, the network still cannot be found. Which of the following is the MOST likely the cause of this problem?

- A. SSID is not broadcasting on the wireless access point.
- B. Incorrect WEP or WPA key has been configured on the wireless client.
- C. The wireless client is using the wrong wireless adapter.
- D. The firewall software on the wireless client is preventing the connection.

Answer: C

Explanation:

QUESTION NO: 271

Which of the following will MOST likely happen if a laser printer displays 15% fuser remaining?

- A. The printer will print according to specification.
- B. The printer will stop printing immediately.
- C. The printer will take longer to print.
- D. The printer will print blank sheets of paper.

Answer: A

Explanation:

QUESTION NO: 272

For added security, a network administrator has decided to lock down the wireless network. Which of the following are ways to accomplish this? (Select TWO).

- A. Disable all 802.11 traffic
- B. Disable the SSID from broadcasting
- C. Disable WPA
- D. Enable Bluetooth only communication
- E. Change the default admin password
- F. Disable WEP

Answer: B,E

Explanation:

QUESTION NO: 273

Company policy does not allow users to use dial-up connections. A new shipment of laptops contains built-in modems. Which of the following is the BEST way for the technician to setup the laptop to prevent the use of the modem?

- A. Use Device Manager to disable the modem
- B. Delete the modem under Phone and Modems in the Control Panel
- C. Remove the dial-up networking option in Network Connections
- D. Change the local area code to 555 in Modem properties

Answer: A

Explanation:

QUESTION NO: 274

Which of the following is accomplished by running the disk defragmenter on a hard drive?

- A. Drive is checked for errors
- B. Ensures that file sectors are contiguous
- C. Additional memory is released for use
- D. Master boot record is updated

Answer: B

Explanation:

QUESTION NO: 275

A technician needs to install a new internal flash memory card reader into an available floppy drive bay. Prior to installation, which of the following connectors needs to be available?

- A. USB header
- B. FDD connector
- C. SATA header
- D. EIDE connector

Answer: A

Explanation:

QUESTION NO: 276

Which of the following is the default location for temp files in Windows 7?

- A. C:\Windows\Temp
- B. C:\Windows\System Files\Temp Files\
- C. C:\System Files\Temp
- D. C:\System\Temp Files\

Answer: A

Explanation:

QUESTION NO: 277

A technician is installing an IDE hard drive in a SATA hard drive workstation. When the computer is booted up the IDE hard drive does not show up in the operating system. Which of the following is the MOST likely cause?

- A. The memory modules are incorrect.
- B. The hard drive is not formatted correctly.
- C. The primary controller BIOS setting is incorrect.
- D. The drivers are not installed for the hard drive.

Answer: C

Explanation:

QUESTION NO: 278

A customer states that their Internet connection is extremely slow. The technician suspects a failing NIC. Which of the following command line tools would verify this?

- A. ipconfig /all
- B. ping -t
- C. ping -a
- D. netsh winsock reset

Answer: B

Explanation:

QUESTION NO: 279

A user states that when a USB drive is plugged into their computer, the drive is not recognized. The drive has been used on other computers without any issues. Which of the following is the MOST likely cause?

- A. The operating system needs to be reinstalled.
- B. A USB BIOS setting is not configured correctly.
- C. The CMOS battery is dead in the computer.
- D. The USB drive needs to be formatted correctly.

Answer: B

Explanation:

QUESTION NO: 280

A technician discovers that RAM modules are overheating. Which of following is best practice in this situation?

- A. Install heatsinks on the RAM modules.
- B. Install additional CPU fans.
- C. Replace the RAM slots.
- D. Install a heatsink on the chipset driver.

Answer: A

Explanation:

QUESTION NO: 281

Which of the following could cause an NTLDR error on reboot?

- A. Processor is failing
- B. Services failed to start on bootup
- C. RAM is faulty
- D. Boot.ini file is corrupt

Answer: D

Explanation:

QUESTION NO: 282

A technician replaced a suspected failed SATA drive with a new drive and data cable, then discovers that the new drive is not recognized in the system BIOS. Which of the following is the MOST likely problem?

- A. The SATA port is faulty.
- B. The jumper on the drive is not set.
- C. The drive has not been formatted.
- D. The BIOS does not support SATA.

Answer: A

Explanation:

QUESTION NO: 283

A laser printer keeps displaying, Paper Jam C Front Door. It does not matter which tray or paper type the printer is using. Which of the following is the MOST likely reason why the printer is having this issue?

- A. The printer fuser assembly needs to be replaced.
- B. The pickup rollers no longer have pickup grip.
- C. Something is stuck inside of the pickup assembly.
- D. The printer needs to have the toner cartridge replaced.

Answer: C

Explanation:

QUESTION NO: 284

A technician needs to change the process priority of a background program. Which of the following tools is BEST for performing this function?

- A. MSCONFIG
- B. Computer Management
- C. Task Scheduler
- D. Task Manager

Answer: D

Explanation:

QUESTION NO: 285

Which of the following is the MOST effective method of retrieving a screw which has fallen into a computer case?

- A. Use a computer vacuum to retrieve the screw.
- B. Use an extension magnet to access the screw.
- C. Tap the case bezel repeatedly to loosen the screw.

D. Abandon screw retrieval and use a spare screw.

Answer: B

Explanation:

QUESTION NO: 286

A technician installs and tests a new program on a computer using an administrative account. When a user runs the program, it fails to keep configuration changes the user makes. Which of the following is the MOST likely cause of the problem?

- A. The user has inadequate training in the use of the program.
- B. The software requires the user to be an administrator.
- C. The network share permission is not set properly for the computer.
- D. The user account does not have read permissions to the folder.

Answer: B

Explanation:

QUESTION NO: 287

A system administrator has disabled USB ports after experiencing several virus outbreaks. A user needs to transfer several extremely large work related files from their home desktop computer to their work desktop computer. Which of the following will allow the user to transfer the needed files?

- A. An IEEE-1394 device
- B. A NIC device
- C. An IrDA device
- D. A FDD device

Answer: A

Explanation:

QUESTION NO: 288

A user is browsing to a newly created internal site called www.comptia.org . After putting in credentials the page comes up blank. Which of the following is MOST likely the cause?

- A. The user must add the new site to the local log file.
- B. A proxy exception has not been configured.
- C. SMTP has not been configured.
- D. The loopback address has not been configured.

Answer: B

Explanation:

QUESTION NO: 289

Which of the following is an indication a system has become infected by malware?

- A. The browser is redirected from the chosen website.
- B. When typing certain keys, numbers are displayed instead of letters.
- C. The computer randomly has a bluescreen error.
- D. The screen is darker than usual.

Answer: A

Explanation:

QUESTION NO: 290

When installing a wireless access point, which of the following should the technician perform FIRST?

- A. Enable MAC filtering
- B. Download and install the latest firmware
- C. Disable DHCP
- D. Change the default password

Answer: D

Explanation:

QUESTION NO: 291

Which of the following ports should be forwarded on the firewall to make an internal web server accessible from the Internet?

- A. 22
- B. 23
- C. 25
- D. 80

Answer: D

Explanation:

QUESTION NO: 292

A sound card on the back of a PC is emitting a red, laser-type light. Which of the following explains this occurrence?

- A. The sound card is defective and needs to be replaced.
- B. The sound card's LED is indicating that card is about to fail.
- C. The sound card needs to be reset to default settings.
- D. The sound cards optical plug is not connected.

Answer: D

Explanation:

QUESTION NO: 293

A user requires more storage space on their computer. After a technician installs a second IDE drive in the computer, the system will not recognize that there are any hard drives installed. Which of the following is the MOST likely cause of the problem?

- A. The second hard drive has not been formatted for NTFS.
- B. The jumpers on both drives are set to the cable select position.
- C. The jumper on the first drive is set to master and the second is set to slave.
- D. The jumpers on both drives are set to the master position.

Answer: D

Explanation:

QUESTION NO: 294

Which of the following is the correct path to disable a service in Windows XP?

- A. Control Panel > Services
- B. MSCONFIG > Settings > Services
- C. Control Panel > Administrative Tools > Services
- D. System Settings > Tools > Services

Answer: C

Explanation:

QUESTION NO: 295

A technician has booted Windows XP Professional to the command line and needs to view a text file on the hard drive. Which of the following tools will allow this?

- A. FORMAT
- B. NBTSTAT
- C. TYPE
- D. NSLOOKUP

Answer: C

Explanation:

QUESTION NO: 296

Which of the following laptop components are FRUs? (Select TWO).

- A. Hard drive
- B. Sound card
- C. Modem
- D. Memory
- E. Video card

Answer: A,D

Explanation:

QUESTION NO: 297

A program is crashing and causing the computer to lockup. Which of the following is the BEST location for a technician to check for further information about the cause of the crash?

- A. Application log
- B. File Replication log
- C. System log
- D. Security log

Answer: A

Explanation:

QUESTION NO: 298

A user reports that every time their machine is powered on a prompt appears to save their settings for the BIOS and clock. Which of the following should the technician try FIRST?

- A. Restore the BIOS to default settings
- B. Replace the CMOS battery
- C. Run a Windows Recovery Disk
- D. Replace the motherboard

Answer: B

Explanation:

QUESTION NO: 299

Which of the following commands allows the technician to copy subdirectories from the command prompt?

- A. XCOPY
- B. COPY
- C. MD
- D. CD

Answer: A

Explanation:

QUESTION NO: 300

When attempting to check the DHCP status of a client machine, which of the following commands is the BEST option to use?

- A. NET USE
- B. NSLOOKUP
- C. PING -t
- D. IPCONFIG /all

Answer: D

Explanation:

QUESTION NO: 301

An office provides its users network access speeds of 1Gbps over its wired network. The manager frequently develops large files out of the office on a laptop that need to be transferred to the desktop at work, but states that it takes too long to transfer these files using the network. The laptop has an 802.11g NIC and a 100Mbps Ethernet adapter. Which of the following can the technician do to increase the transfer speed?

- A. Install a 1Gbps network adapter in the managers laptop.
- B. Install an 802.11n NIC to facilitate 1Gbps transfer speeds.
- C. Upgrade the manager to a new laptop.
- D. Advise the manager to use other media to transfer the files.

Answer: A

Explanation:

QUESTION NO: 302

Which of the following groups should a user be added to for the ability to restore files, without granting any ownership privileges?

- A. Remote Desktop Users
- B. Power Users
- C. Administrators
- D. Backup Operators

Answer: D

Explanation:

QUESTION NO: 303

A computer is generating a missing NTLDR error. From the Recovery Console, which of the following commands would BEST resolve this issue?

- A. FORMAT
- B. DISKPART
- C. FDISK /MBR
- D. FIXMBR

Answer: D

Explanation:

QUESTION NO: 304

New memory has been installed into a PC. The PC fails to POST after the memory is installed. The manufacturers website states that the motherboard supports the new memory. Which of the following may resolve the problem?

- A. Upgrade to a compatible processor
- B. Configure the memory parity
- C. Update the BIOS
- D. Upgrade the operating system

Answer: C

Explanation:

QUESTION NO: 305

If a technician was going to test connectivity on port 25, which of the following application type is being checked?

- A. FTP
- B. DNS
- C. Mail
- D. Telnet

Answer: C

Explanation:

QUESTION NO: 306

A company needs network access to 50 computers transferring large amounts of data to various servers, all located within a single room. Which of the following recommendations is MOST suitable for this situation?

- A. Wired C All networked computers benefit from the use of switched full-duplex connections.
- B. Wireless C All networked computers benefit from the use of sharing a common bandwidth.
- C. Wired C All networked computers benefit from the use of static IP addresses and DNS settings.
- D. Wireless C All networked computers benefit from the use of wireless encryption.

Answer: A

Explanation:

QUESTION NO: 307

A user reports that their computer is taking a long time to save large files. The user is currently using an EIDE drive formatted with NTFS for storage. Which of the following options would improve the performance of the system?

- A. Install a SATA drive formatted with NTFS.
- B. Install a PATA drive formatted with FAT32.
- C. Reformat the existing drive with FAT32.
- D. Install a PATA drive formatted with NTFS.

Answer: D

Explanation:

QUESTION NO: 308

Which of the following access levels allows a user to perform normal day to day work with their own files but does not allow them to change system files or computer performance?

- A. Administrator
- B. User
- C. Guest
- D. Power user

Answer: B

Explanation:

QUESTION NO: 309

A laptop is going into standby mode unexpectedly. Which of the following hardware components is MOST likely causing the issue?

- A. Hard drive
- B. IDE controller
- C. LCD cutoff switch
- D. Video card

Answer: C

Explanation:

QUESTION NO: 310

A technician needs to delete an infected file. The system says the file is in use every time the technician attempts to delete the file. Which of the following will be the BEST way to delete the file?

- A. The technician should boot into Safe Mode with Command Prompt and delete the file.
- B. The technician should reboot the machine, log in as administrator, and delete the file.
- C. The technician should bring up Task Manager and delete the file from there.
- D. The technician should boot the system normally and delete the file from the command prompt.

Answer: A

Explanation:

QUESTION NO: 311

A user installs a laser jet printer on a Windows XP desktop. The user states that Windows XP generic printer drivers were used. When the user prints a document, the pages are printing out with random symbols, letters, and numbers. Which of the following should the technician do?

- A. Download manufacturer printer drivers
- B. Restart the printer spooler
- C. Check for Microsoft Windows updates
- D. Check Device Manager

Answer: A

Explanation:

QUESTION NO: 312

A user reports that their Windows XP machine, which has a 250 GB hard drive, can only recognize 137GB during usage. Which of the following is the MOST likely problem?

- A. The hard drive jumpers have not been set properly.
- B. Service Pack 1 has not been installed on the machine.
- C. Windows XP does not support hard drives larger than 137GB.
- D. The hard drive is defective and needs to be replaced.

Answer: B

Explanation:

QUESTION NO: 313

In Windows XP, how can a user change the programs that run at startup? (Select TWO).

- A. Add or remove programs from the system key of the registry.
- B. Add or remove programs from the boot.ini file.
- C. Add or remove programs from the startup folder.
- D. Run msconfig and configure startup programs.
- E. Run appstart and configure startup programs.

Answer: C,D

Explanation:

QUESTION NO: 314

The technician has suspicions that a browser has been hijacked. Which of the following should the technician look for in this situation?

- A. A new default gateway has been setup.
- B. A new Internet shortcut has been added.
- C. A new web browser has been installed and is now the default.
- D. A proxy server has been enabled.

Answer: D

Explanation:

QUESTION NO: 315

Which of the following is applicable when attempting to upgrade an older PC that currently only has USB 1.1 to USB 2.0?

- A. Change the legacy device settings in the BIOS.
- B. An IEEE 1394 adapter can be used.
- C. A USB 1.1 to 2.0 adapter can be used.
- D. A USB 2.0 expansion card can be added.

Answer: D

Explanation:

QUESTION NO: 316

A laser printer is reporting a paper jam in tray two, but there is no paper stuck anywhere in the path. Which of the following is the MOST likely cause?

- A. The printer firmware needs to be updated.
- B. The tray is low on paper.
- C. The pickup roller needs to be replaced.
- D. The tray is not compatible with the printer.

Answer: C

Explanation:

QUESTION NO: 317

Which of the following is the access level of a user that belongs to both the Administrators and Users groups?

- A. User
- B. Administrator
- C. Power User
- D. Remote Desktop User

Answer: B

Explanation:

QUESTION NO: 318

The technician has added a second hard disk to a Windows 2000 Professional computer. Which of the following commands is used to make the new drive accessible to users?

- A. MSCONFIG
- B. FDISK
- C. SFC
- D. FORMAT

Answer: D

Explanation:

QUESTION NO: 319

A mirrored set is another name for which of the following?

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

Answer: B

Explanation:

QUESTION NO: 320

Which of the following file extensions will initialize the program installation process in Microsoft Windows?

- A. *.EXE
- B. *.INI
- C. *.CFG
- D. *.SYS

Answer: A

Explanation:

QUESTION NO: 321

A users system is infected with a worm and has propagated to 30 company systems so far. Which of the following is the FIRST step the technician should take before attempting to remove the worm from the customers system?

- A. Update antivirus definitions on the users system.
- B. Log the user off the system.
- C. Disconnect the network cable from the users system.
- D. Boot the system in Safe Mode.

Answer: C

Explanation:

QUESTION NO: 322

Which of the following is an example of disk duplexing or disk mirroring?

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

Answer: B

Explanation:

QUESTION NO: 323

Which of the following ways of manipulating a file will retain its NTFS permissions?

- A. Copying the file to a new location on the same volume
- B. Copying the file to another FAT32 volume
- C. Moving the file to another NTFS volume
- D. Moving the file to a new location on the same volume

Answer: D

Explanation:

QUESTION NO: 324

A user reports their laptop computer can no longer connect to a server. The computer works correctly in a different office. Which of the following tools would be used to troubleshoot this issue?

- A. Cable tester
- B. Multimeter
- C. Fiber splicer
- D. Loopback plug

Answer: A

Explanation:

QUESTION NO: 325

Which of the following commands will allow modification of file C:\BOOT.INI?

- A. `attrib -s +h +r C:\BOOT.INI`
- B. `attrib +s -h +r C:\BOOT.INI`
- C. `attrib +s +h +r C:\BOOT.INI`
- D. `attrib -s -h -r C:\BOOT.INI`

Answer: D

Explanation:

QUESTION NO: 326

Network communication on a laptop needs to be tested. Which of the following will verify that the network adapter is functioning properly and communicating on the LAN?

- A. Use PING to attempt to reach the loopback IP address on another computer.
- B. Use PING to attempt to reach the computers own IP address.
- C. Use PING to attempt to reach the default gateway.
- D. Use PING to attempt to reach the computers subnet mask.

Answer: C

Explanation:

QUESTION NO: 327

A technician is replacing a processor that is attached parallel to the motherboard. Which of the following processor types is needed?

- A. Pin grid array processor
- B. Slot 2 processor
- C. Socket to slot adapter
- D. Slot 1 processor

Answer: A

Explanation:

QUESTION NO: 328

Which of the following IP addresses would MOST likely be the default gateway for 10.1.16.184?

- A. 10.1.16.1
- B. 10.1.16.254
- C. 10.10.144.1
- D. 105.24.133.1

Answer: A

Explanation:

QUESTION NO: 329

Which of the following IP addresses will a technician ping to test the functionality of the network card?

- A. 127.0.0.0
- B. 127.0.0.1
- C. 127.1.1.1
- D. 255.255.255.255

Answer: B

Explanation:

QUESTION NO: 330

A device is plugged into a computer and a prompt appears that states the device is a hi-speed USB device and is plugged into a non-high speed USB hub. Which of the following explains why this message is appearing?

- A. A USB 2.0 device is plugged in a USB 1.1 port.
- B. The USB device is disabled.
- C. The wrong USB drivers are installed.
- D. An IEEE 1394 device is plugged into a USB port.

Answer: A

Explanation:

QUESTION NO: 331

A technician is called to troubleshoot a computer that is giving a non-system disk error. Which of the following is the MOST likely cause of the issue?

- A. The incorrect driver was loaded.
- B. The RAM has not been seated in the proper banks.
- C. There is a disk in the floppy drive.
- D. The Windows registry has become corrupted.

Answer: C

Explanation:

QUESTION NO: 332

A technician wants to create a spanned volume on a set of hard drives. Which of the following tools will identify if the drives will support a spanned volume?

- A. System Information
- B. Disk Management
- C. Device Manager

D. Task Manager

Answer: B

Explanation:

QUESTION NO: 333

A technician needs to get a quick overview of a computer. Which of the following tools will BEST provide the overview required?

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

Answer: C

Explanation:

QUESTION NO: 334

When doing a clean installation, which of the following is the default location for System Files in Windows XP?

- A. C:\System Files\
- B. C:\Windows\system32\
- C. C:\Windows\System Files\
- D. C:\System

Answer: B

Explanation:

QUESTION NO: 335

A laser printer keeps printing out crumpled pages from the third tray. Which of the following is the MOST likely explanation?

- A. The pickup rollers need to be replaced.
- B. The paper is too wide for the tray.

- C. The toner cartridge is leaking.
- D. The pickup assembly is missing.

Answer: A

Explanation:

Topic 3, Volume C

QUESTION NO: 336

A user reports that their system is giving a message stating that their USB 2.0 devices are running at USB 1.1 speed without an external USB hub. The devices run at USB 2.0 when tested on the technicians PC. Which of the following will MOST likely provide USB 2.0 functionality?

- A. Install an IEEE 1394 compliant expansion card.
- B. Install an external USB 2.0 hub.
- C. Install a USB 2.0 firmware update on the motherboard.
- D. Replace USB 1.1 extension cables with USB 2.0 extension cables.

Answer: C

Explanation:

QUESTION NO: 337

Which of the following is the BEST tool to troubleshoot a DB-9 port?

- A. Ohm meter
- B. Anti-static wrist strap
- C. Oscilloscope
- D. Loopback plug

Answer: D

Explanation:

QUESTION NO: 338

A customer reports that a networked printer is not printing documents. The technician successfully pings the printers IP address. Which of the following could be the problem? (Select TWO).

- A. The network cable is unplugged.
- B. The printer is low on toner.
- C. The gateway address on the printer is incorrect.
- D. The printer is out of paper.
- E. The spooler is not functioning.

Answer: D,E

Explanation:

QUESTION NO: 339

Which of the following does PING Ct do?

- A. Continuous ping of an IP address until cancelled
- B. Continuous ping of an IP address until the count reaches 1000
- C. Continuous ping of an IP address until the target responds
- D. Continuous ping of an IP address until the target returns

Answer: A

Explanation:

QUESTION NO: 340

Which of the following is contained in the first sector of the hard disk?

- A. Operating system
- B. Master file table
- C. Boot sector
- D. Master boot record

Answer: D

Explanation:

QUESTION NO: 341

A technician is tasked with setting up a Windows XP computer with a user account that will only be used to access the Internet. Which account type should the user have access to?

- A. Guest
- B. Administrator
- C. Domain User
- D. Power User

Answer: A

Explanation:

QUESTION NO: 342

If a technician suspects that the voltage being delivered to a desktop computers power supply is insufficient or incorrect, which device should be used to determine the correct voltage?

- A. A power supply tester
- B. A multimeter
- C. A loopback adapter
- D. A cable tester

Answer: B

Explanation:

QUESTION NO: 343

A virus has been removed from the users machine, but the user still cannot access the Internet. Which of the following should the technician check NEXT?

- A. Disable port forwarding on the router.
- B. Reboot to Safe Mode and see if the Internet is accessible.
- C. Format the machine and reinstall the OS.
- D. Check the web browsers proxy settings.

Answer: D

Explanation:

QUESTION NO: 344

After upgrading to Windows Vista, a client states that the run command no longer appears on the

Start menu:

Which of the following is the reason the user cannot see the run command?

- A. The user must be an administrator to have access to the run command.
- B. The Vista run command is not installed by default during an upgrade.
- C. Vista has replaced the run command with the Power Shell.
- D. The run command is not displayed by default on the start menu.

Answer: D

Explanation:

QUESTION NO: 345

A user states that email is not being received. Which of the following protocols should the technician check for incoming mail?

- A. SMTP
- B. POP3
- C. NNTP
- D. HTTP

Answer: B

Explanation:

QUESTION NO: 346

On a laptop, which of the following is the name of the socket that a wireless card would typically be inserted into?

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

Answer: C

Explanation:

QUESTION NO: 347

A technician has just installed a new hard drive into a Windows Vista desktop computer. The hard drive does not appear in Windows Explorer. Which of the following should the technician perform NEXT to have the drive recognized by the system?

- A. Initialize and format the hard drive through Disk Management
- B. Reboot the system
- C. Assign a drive letter to the hard drive through Disk Management
- D. Configure the drive in the systems CMOS program

Answer: A

Explanation:

QUESTION NO: 348

A workstation is not booting correctly. The technician wants to locate bad sectors and recover readable information. Which of the following commands would the technician use?

- A. `chkdsk c: /f`
- B. `chkdsk c: /i`
- C. `chkdsk c: /c`
- D. `chkdsk c: /r`

Answer: D

Explanation:

QUESTION NO: 349

A technician adds a video card to a single monitor system with an existing on-board video controller. After powering on the system, an error message appears on the monitor stating No Input Detected. Which of the following is the problem?

- A. The add-on video card is conflicting with the onboard video controller.
- B. The add-on video card is incompatible with the system.
- C. The monitor is still connected to the onboard video controller.
- D. The monitor cannot support the video resolution of the add-on video card.

Answer: C

Explanation:

QUESTION NO: 350

Which of the following is the MAXIMUM allowable cable length of CAT5?

- A. 100 meters (328 feet)
- B. 250 meters (820 feet)
- C. 500 meters (1640 feet)
- D. 1000 meters (3280 feet)

Answer: A

Explanation:

QUESTION NO: 351

An internal IEEE 1394 expansion card should be installed on which port type?

- A. AMR
- B. AGP
- C. ISA
- D. PCI

Answer: D

Explanation:

QUESTION NO: 352

A technician is troubleshooting problems with a hard drive. After checking the drive in another computer and finding no issues, the technician takes voltage readings on the Molex connector from the power supply. Which of the following represents the readings the technician should find?

- A. -5V and +12V
- B. +3.3V and -5V
- C. +3.3V and +12V
- D. +5V and +12V

Answer: D

Explanation:

QUESTION NO: 353

A user powers up their desktop PC, and instead of booting up normally, the user is taken into the BIOS setup. Which of the following is the MOST likely problem?

- A. The MBR is corrupt
- B. NTLDR cannot be found by the system
- C. A faulty CMOS battery
- D. The BIOS requires a firmware update

Answer: C

Explanation:

QUESTION NO: 354

A user reports that when typing on the laptop keyboard, the mouse pointer scrolls across the screen. Which of the following would MOST likely resolve this issue?

- A. Reboot the laptop
- B. Use an external monitor
- C. Disable the touchpad
- D. Plug in an external mouse

Answer: C

Explanation:

QUESTION NO: 355

A computer is responding slowly and the Task Manager shows that spool.exe is using 95% of system resources. Which of the following is MOST likely the cause of this problem?

- A. Printing subsystem
- B. Windows Update is running
- C. A virus infection has occurred
- D. Hyper threading has been disabled

Answer: A

Explanation:

QUESTION NO: 356

Which of the following should MOST likely be replaced if the laptop will not display any video through the laptops screen or an external monitor?

- A. LCD
- B. Power inverter
- C. Video drivers
- D. Video card

Answer: D

Explanation:

QUESTION NO: 357

A technician is replacing a motherboard in a users desktop PC. Which of the following tools should be used before replacing the new motherboard?

- A. Power supply tester
- B. BIOS update disk
- C. Loopback plug
- D. Wire tester

Answer: A

Explanation:

QUESTION NO: 358

A computer just had a memory upgrade installed on the machine. Upon boot, the system does not recognize the new memory even though it is listed as being compatible on the manufacturers website. Which of the following is MOST likely needed to resolve the issue?

- A. OS update
- B. Adjust jumper settings
- C. BIOS update

D. New CMOS battery

Answer: C

Explanation:

QUESTION NO: 359

USER1 is part of the Users Group and is attempting to access files via UNC path \\SERVER\FILESHARE \\ SERVERFILESHARE has the following share permissions:

Administrators Full Control

Users Read Only

Guests No Access

The directory on the hard drive where the share is located has the following permissions:

Administrators Full Control

Users Change

Guests No Access

Which of the following levels of access will login account USER1 have?

A. Readonly

B. Full Control

C. Change

D. No Access

Answer: A

Explanation:

QUESTION NO: 360

A user states that the computer is too slow when capturing video from an HD camera. Upon inspection the technician realizes that the computer is state-of-the-art in hardware, but it is using an external legacy USB 1.1 video capture card. The camera has USB 2.0 and IEEE1394b outputs. Which of the following is the BEST recommendation to increase the video capture capabilities in

this situation?

- A. Recommend using lower resolution in the video signal.
- B. Install an IEEE1394b video capture card.
- C. Recommend replacing the camera with a USB 1.1 connection.
- D. Install a USB 2.0 video capture card.

Answer: B

Explanation:

QUESTION NO: 361

A technician needs to implement a RAID 1 set on a computer. Which of the following is the MINIMUM number of hard drives that would be required?

- A. 1
- B. 2
- C. 3
- D. 5

Answer: B

Explanation:

QUESTION NO: 362

Which of the following is a method used in the removal of a boot sector virus?

- A. Performing a standard format of the hard drive partitions
- B. Booting the computer with peripheral devices disconnected
- C. Scanning all CD-R and CD-RW media prior to initial use
- D. Booting from the floppy disk or CD-ROM prior to scanning

Answer: D

Explanation:

QUESTION NO: 363

A user is not able to receive files off the FTP server. Which of the following default ports needs to

be opened for FTP to work properly?

- A. 21
- B. 80
- C. 110
- D. 443

Answer: A

Explanation:

QUESTION NO: 364

Which of the following is the MOST important reason for ensuring a RJ-11 phone line jack is not connected to a RJ-45 Ethernet network port?

- A. RJ-11 jacks do not support full duplex.
- B. Ethernet supports pulse dialing, not tone dialing.
- C. The public telephone network uses token-ring, not Ethernet.
- D. Phone line voltages can damage Ethernet equipment.

Answer: D

Explanation:

QUESTION NO: 365

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

Explanation:

QUESTION NO: 366

After replacing the motherboard in a laptop, the system overheats and fails to boot. Which of the following is the MOST likely cause of this error?

- A. Thermal paste was not applied between the heat sink and CPU.
- B. The fan is not compatible with the new motherboard.
- C. The GPU is not compatible with the CPU.
- D. The replacement motherboard firmware is out of date.

Answer: A

Explanation:

QUESTION NO: 367

Which of the following is the default FTP port?

- A. 21
- B. 22
- C. 23
- D. 25

Answer: A

Explanation:

QUESTION NO: 368

Which of the following tools allows the technician to copy a file without prompts?

- A. XCOPY
- B. COPY /Y
- C. COPY /Z
- D. COPY /A

Answer: B

Explanation:

QUESTION NO: 369

Which of the following devices has the options of: master, slave and cable select?

(Select THREE).

- A. CD-ROM
- B. Floppy drive
- C. Internal modem
- D. Hard drive
- E. Network card
- F. DVD-ROM

Answer: A,D,F

Explanation:

QUESTION NO: 370

Using the NET command which variable would be used to find out the number of files sent by the workstation service?

- A. group
- B. view
- C. file
- D. statistics

Answer: D

Explanation:

QUESTION NO: 371

A technician plugs a USB device into the front panel of a desktop computer and nothing happens. The technician knows that plug-n-play is enabled. Which of the following BEST describes a possible cause to this issue?

- A. The technician plugged a USB 2.0 device into a USB 1.1 port.
- B. The technician needs to reboot the computer for the device to work.
- C. The technician plugged a USB 1.1 device into a USB 2.0 port.
- D. The front panel connectors are not plugged into the motherboard.

Answer: D

Explanation:

QUESTION NO: 372

An office laser printer is printing lighter in random areas. Which of the following is the EASIEST solution to implement for this issue?

- A. Clean the drum with a computer vacuum.
- B. Replace the toner cartridge.
- C. Clean the fuser area with a lint free cloth.
- D. Use a can of compressed air to clean the pickup assembly.

Answer: B

Explanation:

QUESTION NO: 373

Which of the following private IP addresses is commonly used for internal IP addressing?

- A. 127.0.0.1
- B. 169.254.0.1
- C. 192.168.0.1
- D. 224.0.0.1

Answer: C

Explanation:

QUESTION NO: 374

A technician has deleted all the files in the directory C:\tempfiles. Which of the following commands should the technician use to delete this directory?

- A. CD
- B. SFC
- C. MD
- D. RD

Answer: D

Explanation:

QUESTION NO: 375

A home user is setting up a wireless network. Which of the following could be used to prevent a neighbor from accessing the network? (Select TWO).

- A. Ensure all PCs are turned off when not in use
- B. Enable wireless encryption
- C. Create a DMZ for the main PC
- D. Disable SSID broadcasting
- E. Enable DHCP on the router

Answer: B,D

Explanation:

QUESTION NO: 376

A user has just moved to a new office and is unable to access the network. The technician suspects the users network settings need to be changed. Which of the following tools would the technician use on the Windows XP computer to view the network settings?

- A. NETDIAG
- B. TRACERT
- C. IPCONFIG
- D. PATHPING

Answer: C

Explanation:

QUESTION NO: 377

The technician is moving a users files from a Windows XP PC to a Windows Vista PC. Which of the following directories corresponds to each operating system?

- A. c:\users\user1\documents to c:\users\user1\documents
- B. c:\documents and settings\user1\my documents to c:\users\user1\documents
- C. c:\documents and settings\user1\my documents to c:\documents and settings\user1\my documents
- D. c:\users\user1\my documents to c:\users\user1\documents

Answer: B

Explanation:

QUESTION NO: 378

Which of the following are items that can be configured on a wireless router to make it more difficult for attackers to gain access? (Select TWO).

- A. Change the wireless channel
- B. Disable SSID broadcast
- C. Change SSID from default
- D. Enable DES encryption
- E. Turn on port forwarding

Answer: B,C

Explanation:

QUESTION NO: 379

Users in the office report that the speed of the Internet has drastically decreased since the recent network hardware refresh. Which of the following could be attributed to the problem?

- A. The firewall was not powered back on.
- B. The DHCP server is not working correctly.
- C. The cellular repeater installed is interfering with the network speed.
- D. The new switches are configured for 10MB.

Answer: D

Explanation:

QUESTION NO: 380

A user can receive email but cannot send email with the email client software. Which of the following protocols is incorrectly configured?

- A. FTP
- B. SMTP
- C. POP
- D. SNMP

Answer: B

Explanation:

QUESTION NO: 381

A technician is setting up a SOHO and has configured the wireless NIC on the laptop with WPA2. While configuring the WAP, WPA2 is not listed as an option. Which of the following should the technician do NEXT?

- A. Install the latest wireless NIC drivers
- B. Install the latest wireless NIC firmware
- C. Install the latest WAP firmware
- D. Install the latest WAP drivers

Answer: C

Explanation:

QUESTION NO: 382

Which of the following BEST explains a system experiencing intermittent memory errors?

- A. Southbridge is faulty
- B. Memory sticks have corroded contacts
- C. BIOS memory settings are misconfigured
- D. Memory socket is faulty

Answer: B

Explanation:

QUESTION NO: 383

A second optical drive has been added to the computer and needs to be referenced as the R: drive by the Microsoft Windows operating system. Which of the following places in Microsoft Windows will BEST accomplish this task?

- A. Administrative Tools
- B. Disk Management
- C. Device Manager

D. Event Viewer

Answer: B

Explanation:

QUESTION NO: 384

A yellow exclamation mark next to a device in Device Manager indicates which of the following?

- A. The device driver is outdated.
- B. The device driver is missing.
- C. The device driver is corrupt.
- D. The device is disabled.

Answer: B

Explanation:

QUESTION NO: 385

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

Explanation:

QUESTION NO: 386

A customer is trying to copy a DVD with a third-party application. The program reads the source DVD fine, but when the blank is inserted, the program continuously prompts to insert blank media. Which of the following are possible causes? (Select THREE).

- A. A CD is inserted into the drive.

- B. A DVD is inserted upside down in the drive.
- C. The wrong DVD type is inserted into the drive.
- D. The drive is only a CD-RW drive.
- E. The program cannot copy the DVD due to copyright laws.
- F. There is not enough free space on the hard drive.

Answer: A,B,C

Explanation:

QUESTION NO: 387

Which of the following can cause a blue screen error?

- A. Bad drivers
- B. A DVD that contains an incorrect format
- C. An incorrect router configuration
- D. A rogue DHCP server

Answer: A

Explanation:

QUESTION NO: 388

Which of the following files have replaced NTLDR in the Windows Vista startup process?

- A. bootmgr.exe, winload.exe, winresume.exe
- B. bootmgr.exe, bootsect.dos, io.sys
- C. ntdetect.exe, ntoskrnl.exe, io.sys
- D. io.sys, win.exe, bootmgr.exe

Answer: A

Explanation:

QUESTION NO: 389

Which of the following tools would be BEST to use to pry open the case of a laptop?

- A. Metal screwdriver

- B. Plastic wedge
- C. Needle-nose pliers
- D. Extension magnet

Answer: B

Explanation:

QUESTION NO: 390

A user states that a small office home office (SOHO) router constantly reboots and new workstations show up under network neighborhood. Which of the following should be completed to prevent this scenario from happening again?

- A. Rename the router
- B. Disable DHCP
- C. Enable MAC filtering
- D. Change the IP schema

Answer: C

Explanation:

QUESTION NO: 391

Under which of the following circumstances would a technician use IPCONFIG /RENEW?

- A. After an unsuccessful reboot
- B. If a users IP address has been spoofed
- C. After using IPCONFIG /RELEASE
- D. If the computer has an ARP address conflict

Answer: C

Explanation:

QUESTION NO: 392

An inkjet printer prints faded and smeared pages. Which of the following would be the MOST appropriate solution for this issue?

- A. Blow compressed air on the print cartridges.
- B. Run the printers cleaning routine.
- C. Reseat the print cartridges.
- D. Use a lint-free cloth to clean the print heads.

Answer: B

Explanation:

QUESTION NO: 393

A user states that the wireless router keeps rebooting while the power to the other equipment stays on. Which of the following should the technician perform to prevent users from rebooting the router?

- A. Change the default administrator password
- B. Change the IP range of the wireless network
- C. Hide the SSID
- D. Disable WEP

Answer: A

Explanation:

QUESTION NO: 394

A user is playing a new first person game on the computer and the screen is pausing during game play. The user has a high-end graphics card and is maxed out in memory. Which of the following should the technician perform?

- A. Reinstall the game.
- B. Upgrade the drivers.
- C. Replace the hard drive.
- D. Reinstall the OS.

Answer: B

Explanation:

QUESTION NO: 395

Which of the following is a DHCP server capable of providing to a DHCP client?

(Select THREE).

- A. Login server
- B. WINS server
- C. DNS server
- D. Default gateway
- E. Date and time
- F. LAN network speed

Answer: B,C,D

Explanation:

QUESTION NO: 396

From a command prompt, a technician i-16.i(0Ea some old u sed prfiles fFrom adesktop. Which)Tj 0 0 To

- B.
- C.
- D.

Answer:CD

Explanation:

QUESTION NO: 376

ciostant activity. Which of the follow0Ea i-MOST likely the issue?.

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

Answer: D

Explanation:

QUESTION NO: 398

Malware is removed and a computer is rebooted. Later, the malware is found on the computer again. Which of the following would permanently solve this problem?

- A. Login using a different account
- B. Install an Internet firewall
- C. Install an email spam filter
- D. Go back to a previous restore point

Answer: D

Explanation:

QUESTION NO: 399

The Device Manager lists a disk as foreign. Which of the following **MUST** be done to make the disk usable?

- A. Import the disk
- B. Convert the disk to basic
- C. Run Windows Update
- D. Convert the disk to dynamic

Answer: A

Explanation:

QUESTION NO: 400

Which of the following tools can be used prior to installing Windows Vista to find hardware compatibility issues?

- A. Upgrade Advisor
- B. Window Aero
- C. Task Manager
- D. Device Manager

Answer: A

Explanation:

QUESTION NO: 401

A user wants to simplify the opening of Control Panel options in Windows Vista. Which of following is the BEST way to accomplish this task?

- A. Customize the Start menu to display the Control Panel as a menu.
- B. Customize the Start menu to display expanded options in Control Panel.
- C. Customize the Start menu to display the Control Panel as a link.
- D. Customize the Start menu to display the Control Panel as a shortcut under Documents.

Answer: A

Explanation:

QUESTION NO: 402

Given the following TCP/IP information for a computer, which of the following is the cause of a communication failure?

IP Address: 192.168.1.5

Subnet Mask: 255.255.255.0

Default Gateway: 255.168.1.254

DNS Server: 172.16.4.1

WINS Server: 10.0.4.1

- A. DNS server
- B. Network cable is disconnected
- C. Default gateway
- D. WINS server

Answer: C

Explanation:

QUESTION NO: 403

Which of the following is the BEST source for information about malware detected on a computer?

- A. README.TXT file included with the anti-spyware software installation

- B. User of a previously infected computer
- C. Operating system documentation
- D. Anti-spyware software website

Answer: D

Explanation:

QUESTION NO: 404

A user is attempting to access a website but is getting a Page cannot be displayed error. The technician checks the IP address of the computer and sees that it has been assigned 169.254.10.70. Which of the following is the MOST likely cause?

- A. The device is located behind a firewall.
- B. The network card is disabled.
- C. The device is not configured for DHCP.
- D. The device cannot locate a DHCP server.

Answer: D

Explanation:

QUESTION NO: 405

A technician needs to modify the BIOS settings of a PC; however, the BIOS setup password is unknown to all current employees. How can the technician accomplish this task?

- A. Set the motherboard configuration jumper to clear the password.
- B. Use a third party utility to reset the password.
- C. Disconnect the power supply to the motherboard.
- D. Contact the OEM and ask them to clear the password.

Answer: A

Explanation:

QUESTION NO: 406

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

Explanation:

QUESTION NO: 407

After performing a preventative maintenance on a laser printer, which of the following is the NEXT step a technician should take?

- A. Refill the paper trays
- B. Restart the printer
- C. Print a test page
- D. Restore to factory settings

Answer: C

Explanation:

QUESTION NO: 408

How can a technician confirm that a new virus definition file is authentic?

- A. Check the file owner
- B. Check the creation date
- C. Check the hash key
- D. Check the file version

Answer: C

Explanation:

QUESTION NO: 409

Which of the following commands would be used to go from c:\windows to c:\windows\system32?

- A. RD

- B. MD
- C. DIR
- D. CD

Answer: D

Explanation:

QUESTION NO: 410

Which of the following tools would gather the MOST detailed statistics about disk I/O?

- A. Task Manager
- B. Computer Management
- C. Performance Monitor
- D. Device Manager

Answer: C

Explanation:

QUESTION NO: 411

Which of the following is the BEST method of connecting a home computer to the Internet in order to protect and secure the computer from malicious Internet attacks and scans?

- A. Enable the Microsoft Windows Firewall and allow port and application exceptions.
- B. Configure the Ethernet connection on the computer to run at only 10Mbps and half-duplex.
- C. Put a firewall or router with NAT between the computer and the Internet.
- D. Use broadband Internet services instead of dial-up modem Internet service.

Answer: C

Explanation:

QUESTION NO: 412

A technician is replacing a motherboard in a laptop. After completing the install, the laptop shuts down after a few seconds of being on. Which of the following is the causing the laptop to shutdown?

- A. Keyboard is not plugged in.
- B. CPU is not locked into the socket.
- C. LCD is not plugged in.
- D. RAM is faulty.

Answer: B

Explanation:

QUESTION NO: 413

A user states that the inkjet printer is printing streaks on documents. Which of the following would resolve the issue?

- A. Use the printers clean option.
- B. Replace the printer data cable.
- C. Print the demo page from the printer.
- D. Reinstall the drivers.

Answer: A

Explanation:

QUESTION NO: 414

A user reports that a laser printer is printing out pages with blurry text that smudges when touched. Which of the following is the MOST likely reason for this?

- A. The toner cartridge is running low.
- B. The toner cartridge is leaking.
- C. The fuser is not getting hot enough.
- D. The transfer bar needs to be replaced.

Answer: C

Explanation:

QUESTION NO: 415

After installing a replacement floppy disk drive, the LED on the drive stays constantly lit and the drive does not work. Which of the following is the MOST likely cause of the problem?

- A. Floppy ribbon is reversed
- B. Floppy disk is in the drive
- C. Floppy ribbon is not connected
- D. This is normal after replacement

Answer: A

Explanation:

QUESTION NO: 416

Which of the following is a difference between a worm and spyware?

- A. A worm replicates itself before infecting other systems.
- B. Spyware replicates multiple times on one system before infecting another system.
- C. A worm attacks one platform, where spyware attacks across platforms.
- D. Spyware resides primarily in the boot sector, where a worm resides primarily in the registry.

Answer: A

Explanation:

QUESTION NO: 417

A customer reports that a workstation no longer connects to the network. The technician has the customer connect another workstation with the same cable and network port, which works successfully. Which of the following actions should the technician have the customer take FIRST?

- A. Run Windows update.
- B. Replace the NIC.
- C. Replace the motherboard.
- D. Run the loopback command.

Answer: D

Explanation:

QUESTION NO: 418

Which of the following ports should be forwarded on the firewall to make SSH management accessible from the Internet?

- A. 22
- B. 23
- C. 80
- D. 443

Answer: A

Explanation:

QUESTION NO: 419

A user is attempting to access files shared on a remote computer. The file share permissions allow the user to have full control; however, the NTFS permissions allow the user to have read access. Which of the following is the users resulting access level for the remotely shared directory?

- A. Modify
- B. Full control
- C. Write
- D. Read

Answer: D

Explanation:

QUESTION NO: 420

The system administrator has setup an administrative share on the companys file server called documents\$. Which of the following are necessary to be able to access the administrative share from a computer on the companys intranet? (Select TWO).

- A. The user must be able to access the My Network Places.
- B. The user must know the exact network path to the folder.
- C. The user must have proper access rights assigned to the folder.
- D. The user must know the domain where the share is located.
- E. The user must be able to access My Network Neighborhood.

Answer: B,C

Explanation:

QUESTION NO: 421

A user reports that after working for a while with their PC, the computer reboots without warning. The technician has ruled out a virus infection, and when examining the motherboard discovers that some of the capacitors look distended and out of shape. Which of the following should the technician do to fix the users PC?

- A. Reconfigure the BIOS settings
- B. Replace the motherboard
- C. Replace the hard drive
- D. Remove and replace the affected capacitors

Answer: B

Explanation:

QUESTION NO: 422

A new computer has an odor near the power supply when turned on. Which of the following should be done?

- A. Use compressed air to flush the odor.
- B. Replace the power supply.
- C. Run the computer for 48 hours and disregard if odor goes away.
- D. Immediately unplug the computer and contact the manufacturers technical support.

Answer: C

Explanation:

QUESTION NO: 423

A technician needs a list of all the routers along a given path over multiple networks. Which of the following commands will accomplish this task?

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

Answer: B

Explanation:

QUESTION NO: 424

Which of the following commands would output the line below? 00:0C:24:09:08:07 10.0.0.1

- A. nbtstat -a
- B. arp -a
- C. arp
- D. nbtstat

Answer: B

Explanation:

QUESTION NO: 425

Which of the following will occur if an AGP 4x video card is used in an AGP 2x slot?

- A. The video card will run at the slower AGP 2x speed.
- B. The video card will run at the higher AGP 4x speed.
- C. The video card will run in-between the two speeds at the AGP 3x speed.
- D. The video card will not operate.

Answer: A

Explanation:

QUESTION NO: 426

A user is connected to a stand alone printer. The user is receiving an out of memory error when printing large graphic files. Which of the following should the technician perform?

- A. Upgrade RAM on the printer
- B. Upgrade HDD on the computer
- C. Upgrade RAM on the computer
- D. Reinstall printer drivers

Answer: A

Explanation:

QUESTION NO: 427

Which of the following commands could be used to find out what the computer name is if only the IP address is known?

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

Answer: C

Explanation:

QUESTION NO: 428

Which of the following requires an adapter when connecting to a Molex connector?

- A. SCSI drive
- B. SATA drive
- C. IDE CD-ROM drive
- D. Video card

Answer: B

Explanation:

QUESTION NO: 429

A technician is upgrading memory in a desktop PC. The user purchased two 2GB DIMMS from the PC manufacturer. The PC powers on and POST shows 2GB of RAM. Which of the following is the FIRST action to perform?

- A. Update the manufacturers chipset drivers.
- B. Replace the two 2GB DIMMs with four 1GB DIMMs.
- C. Update the PC BIOS and verify all memory is seen in POST.
- D. Replace both of the 2GB DIMMs memory with new memory.

Answer: C

Explanation:

QUESTION NO: 430

A technician is experiencing an issue with the computer randomly rebooting throughout the day. The technician suspects the cause is from over heating. Which of the following should the technician check for the cause?

- A. The heat sink is firmly attached to the processor.
- B. The RAM chips are firmly in place.
- C. The hard drive is attached to the power supply.
- D. The graphics card is firmly in place.

Answer: A

Explanation:

QUESTION NO: 431

Which of the following is fault tolerant and allows for disk mirroring?

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

Answer: B

Explanation:

QUESTION NO: 432

After the network printer has been rebooted none of the users are able to print. After verifying that the printer was plugged in and that a test page can print locally, the technician realizes that the printer was never properly configured. Which of the following should be done NEXT on the printer?

- A. Replace the NIC.
- B. Replace the network cable.
- C. Verify the default gateway is configured correctly.
- D. Assign a static IP.

Answer: D

Explanation:

QUESTION NO: 433

Which of the following commands will be run at a command prompt to determine which Windows OS is running on the computer?

- A. VER
- B. Device Manager
- C. VERIFY
- D. SET

Answer: A

Explanation:

QUESTION NO: 434

Which of the following will occur if an NTFS-formatted USB drive is inserted into a USB port on a second computer?

- A. The USB drive will not be accessible.
- B. The files and folders will inherit permissions from the second computer.
- C. Files and folders may or may not be accessible depending on set permissions.
- D. The user will be prompted to enter credentials to access the files and folders on the drive.

Answer: C

Explanation:

QUESTION NO: 435

A technician troubleshooting an issue over the phone determines that a home user has a faulty hard drive. The only information the home user can give is that the PC is ten years old, and the drive capacity is 40GB. Which of the following drive types should the technician bring to the service call?

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

Answer: D

Explanation:

Topic 4, Volume D

QUESTION NO: 436

Which of the following should be used to connect a small office of ten computers together and provide the computers access through a common Internet connection?

- A. Wireless access point
- B. Router and Ethernet switch
- C. Gigabit Ethernet switch and an intrusion prevention device
- D. Firewall with an integrated 4 port switch

Answer: B

Explanation:

QUESTION NO: 437

A technician has just replaced the motherboard in a desktop computer. The user of the computer reports that their system now reboots periodically. Which of the following can the technician do to correct the rebooting problem?

- A. Update the motherboards firmware
- B. Add more RAM
- C. Upgrade the power supply
- D. Change the voltage jumpers on the motherboard

Answer: C

Explanation:

QUESTION NO: 438

The purpose of a proxy exception rule is to configure the browser to:

- A. force an anonymous window for traffic to certain URLs.
- B. bypass the proxy server for certain URLs.
- C. route certain URLs to the proxy server.

D. force a new secure window for traffic to certain URLs.

Answer: A

Explanation:

QUESTION NO: 439

A technician is troubleshooting a users problem; important Windows services are not starting. In which of the following locations should the technician check to investigate when these services started or stopped?

- A. Com+.log
- B. System Log
- C. Security Log
- D. Application Log

Answer: B

Explanation:

QUESTION NO: 440

Which of the following may cause the cursor of an optical mouse to erratically jump around the screen? (Select TWO).

- A. A conflict with the keyboard
- B. An IRQ conflict is present
- C. A non-reflective or uneven surface
- D. An incorrect mouse device driver
- E. The mouse trackball needs to be cleaned

Answer: C,D

Explanation:

QUESTION NO: 441

A user reports that each time the computer is rebooted, the time on the taskbar resets. Which of the following is the MOST likely cause of the problem?

- A. The BIOS is not properly configured.
- B. The CMOS battery is faulty.
- C. The computer has lost connection to the time server.
- D. The clock needs to be reset for the appropriate time zone.

Answer: B

Explanation:

QUESTION NO: 442

Which of the following would resolve a problem in which external speakers connected to a sound card are not playing audio?

- A. Enable the integrated COM port in the BIOS.
- B. Move the cable to the headphone jack on the CD-ROM drive and adjust the volume.
- C. Move the cable to another jack on the sound card.
- D. Change the LPT port from ECP mode to bi-direction in the BIOS.

Answer: C

Explanation:

QUESTION NO: 443

A user states that there are two lines running down the middle of all printed pages on the laser printer. Which of the following could be the cause of the lines?

- A. The drum is dirty
- B. The driver is corrupt
- C. The printer is out of memory
- D. The toner is out

Answer: A

Explanation:

QUESTION NO: 444

Which of the following is the built-in security feature of Windows Vista?

- A. HCL
- B. NTP
- C. UAC
- D. ECP

Answer: C

Explanation:

QUESTION NO: 445

An alternative to plain old telephone service (POTS) would be:

- A. X.25.
- B. Asynchronous transfer mode (ATM).
- C. VoIP.
- D. Public Switched Telephone Network (PSTN).

Answer: C

Explanation:

QUESTION NO: 446

Windows BitLocker can be used with which of the following? (Select TWO).

- A. USB flash drive
- B. Trusted platform module
- C. Compact Disc
- D. SSID
- E. PCMCIA card

Answer: A,B

Explanation:

QUESTION NO: 447

A technician has just installed a second SATA HDD into a Windows XP desktop. The computer boots up successfully without any errors, but the technician cannot locate the additional HDD when clicking on My Computer. Which of the following is MOST likely the problem?

(Select TWO).

- A. The HDD must be partitioned.
- B. The HDD must be assigned a drive letter.
- C. The HDD was formatted as FAT16.
- D. The HDD is incompatible with Windows XP.
- E. The HDD was formatted as FAT32.

Answer: A,B

Explanation:

QUESTION NO: 448

An executives laptop screen has been damaged and will not power on. Which of the following is the FASTEST way to get the executive back online?

- A. Pull the hard drive and install it in a spare laptop of the same make and model.
- B. Replace the motherboard on the laptop.
- C. Build the executive a temporary laptop and attempt to repair the damaged one.
- D. Replace the backlight on the laptop.

Answer: A

Explanation:

QUESTION NO: 449

Which of the following is a sign that a computer has been infected by a worm?

- A. Screensaver changed on its own
- B. Unauthorized outgoing emails being sent
- C. Desktop background changed on its own
- D. Left and right mouse buttons have been flipped

Answer: B

Explanation:

QUESTION NO: 450

The user is running dual monitors on a Windows XP Professional computer. The second monitor failed to display after a system reboot. A technician verifies that the monitor is functioning properly. Which of the following would the technician do NEXT?

- A. Check the BIOS - ensure both video cards are enabled.
- B. Use Display Settings - ensure the screen resolution is set to 1024X768 on the second monitor.
- C. Use Display Settings - ensure both monitors are enabled.
- D. Use Device Manager - make sure both video cards are enabled.

Answer: C

Explanation:

QUESTION NO: 451

Which of the following is the BEST way to ensure that only specified computers can access a wireless network?

- A. Enable MAC filtering
- B. Change the default password
- C. Disable SSID broadcast
- D. Change SSID from default

Answer: A

Explanation:

QUESTION NO: 452

A user reports that a newly issued smartcard does not work in their laptop, but the technicians smartcard works without any issues. Which of the following would MOST likely resolve the issue?

- A. Upgrade the smartcard readers firmware.
- B. Reinstall the operating system.
- C. Perform a flash BIOS upgrade.
- D. Replace the smartcard reader.

Answer: A

Explanation:

QUESTION NO: 453

Which of the following is an example of Automatic IP addressing in Windows XP?

- A. 127.0.0.1
- B. 169.254.254.0
- C. 192.168.1.3
- D. 255.255.0.0

Answer: D

Explanation:

QUESTION NO: 454

A user states that the LCD display on their laptop has intermittent lines on the screen. The technician notices that when the display panel is moved, the line appears and then disappears. Which of the following is the MOST likely cause?

- A. The hinge on the display panel is damaged.
- B. The display cable is loose or damaged.
- C. The display panel is defective.
- D. The video controller on the system board is defective.

Answer: B

Explanation:

QUESTION NO: 455

A technician replaced a processor, but when the computer is powered on, the POST issues a series of beeps. Which of the following is the MOST likely cause?

- A. The hard drive is not plugged in.
- B. The CPU is not properly seated.
- C. The mouse is not plugged in.
- D. The operating system is corrupt.

Answer: B

Explanation:

QUESTION NO: 456

Which of the following components is MOST often removed in order to access laptop motherboards and internal components?

- A. PCMCIA card
- B. Keyboard
- C. Display
- D. Power button

Answer: B

Explanation:

QUESTION NO: 457

A user is reporting that a PC will suddenly shut down without warning. The PC boots up with no problems, but after using the PC for a short time, the PC turns off. Which of the following components should the technician check? (Select TWO).

- A. CPU fan
- B. RAM
- C. Hard drive
- D. Power supply
- E. Video card

Answer: A,D

Explanation:

QUESTION NO: 458

A technician is moving data from one laptop to another that has EFS installed. Which of the following would the technician need to perform FIRST?

- A. Disable networking
- B. Convert file format to FAT32
- C. Export the users certificate
- D. Give the user administrator privileges

Answer: C

Explanation:

QUESTION NO: 459

A technician turns on a PC and before the computer boots up, the technician is prompted for a password. The technician does not know the password. Which of the following can the technician do to allow access to the PC? (Select TWO).

- A. Set the clear password jumper on the motherboard.
- B. Enter the BIOS setup and select the clear password setting.
- C. Remove the power cord from the power supply and then plug it back in.
- D. Power cycle the PC.
- E. Remove the CMOS battery for 15 minutes.

Answer: A,E

Explanation:

QUESTION NO: 460

Which of the following will happen if a PCI express video card is used in a PCI slot?

- A. A PCI express video card used in a PCI slot will function normally.
- B. A PCI express video card used in a PCI slot will run with a firmware upgrade.
- C. A PCI express video card cannot be used in a PCI slot.
- D. A PCI express video card used in a PCI slot will run at a slower than rated speed.

Answer: C

Explanation:

QUESTION NO: 461

Which of the following should be implemented on a small office home office (SOHO) server?

- A. Enable MAC filtering
- B. Change SSID from default
- C. Assign static IP address
- D. Enable WEP encryption

Answer: C

Explanation:

QUESTION NO: 462

For the third time in two weeks a technician must re-image a machine for the same end user. After discussing in depth the actions preceding the problems the technician has determined the root cause to be opening unknown attachments. Which of the following is the MOST likely reason for the issues?

- A. Virus
- B. Social engineering
- C. Corruption
- D. Spam

Answer: A

Explanation:

QUESTION NO: 463

A user wishes to encrypt a hard drive for storing critical data. The user wants to drag and drop folders onto the partition and have them be encrypted in real time. Which of the following encryption schemes should be recommended?

- A. PKI
- B. TPM
- C. BitLocker
- D. Kerberos

Answer: C

Explanation:

QUESTION NO: 464

A user reports that there is no access to the network from the computer. The technician notices that all of the lights on the switch are on and not flashing, the network cables are all plugged in and the computers network card is functioning properly. Which of the following should the technician perform to resolve the issue?

- A. Power cycle the switch
- B. Ping 127.0.0.1
- C. Reboot the computer
- D. Replace the switches uplink cable

Answer: A

Explanation:

QUESTION NO: 465

A technician observes poor network performance on a networked computer when transferring large amounts of data over the network. The technician confirms manually configured settings of 100Mbps and full-duplex on the computer, but the connected Ethernet switch shows an auto-negotiated 100Mbps and half-duplex. Which of the following will correct this issue?

- A. Replace the network card on the computer.
- B. Replace the Ethernet switch.
- C. Upgrade the network card device drivers.
- D. Configure auto-negotiation on the computer.

Answer: D

Explanation:

QUESTION NO: 466

A technician performs a laptop memory upgrade and now the laptop will not boot. The laptop is emitting a series of continuous beeps prior to startup. Which of the following is the MOST likely problem?

- A. Hard drive needs to be reseated
- B. Memory contacts are dirty
- C. The CMOS battery is dead
- D. The BIOS is faulty

Answer: B

Explanation:

QUESTION NO: 467

Which of the following commands displays all local network shares?

- A. NET statistics
- B. NET share
- C. NET view
- D. NET user

Answer: C

Explanation:

QUESTION NO: 468

All users within an office are wirelessly connected to a network, except one user that has a valid connection on a leased IP address in a different range. Which of the following is a possible cause of the user having a different IP address range?

- A. The wireless access point is using MAC address filtering
- B. The user has connected to a nearby wireless access point from another office
- C. The user has configured the wireless settings with the wrong encryption type
- D. The wireless access point has SSID broadcast disabled

Answer: B

Explanation:

QUESTION NO: 469

A user has just moved a PC from one office to another. The patch cable and the NIC do not appear to be functioning in the new office but were working before the move. The patch cable is plugged in correctly to both the NIC and the wall jack. Which of the following actions should the technician take FIRST?

- A. Verify that the network card is compatible with the operating system.
- B. Verify that the port on the switch is enabled.
- C. Update the network card driver.
- D. Replace the network cable with a crossover cable.

Answer: B

Explanation:

QUESTION NO: 470

A technician confirms a memory read error in Windows XP. Which of the following should the technician do to resolve the problem?

- A. Replace the hard drive.
- B. Change the memory settings in the BIOS.
- C. Reseat or replace RAM modules.
- D. Swap the video card with another video card.

Answer: C

Explanation:

QUESTION NO: 471

A technician notices that a computer is randomly rebooting. When the technician accesses the BIOS and the computer reboots. Which of the following should the technician check FIRST?

- A. Check the case fan
- B. Check for CMOS battery failure
- C. Check for blown capacitors
- D. Check for hard drive failure

Answer: C

Explanation:

QUESTION NO: 472

Which of the following is the BEST way to ensure that only specified devices can connect to a wireless network?

- A. Use MAC filtering
- B. Set up a VLAN
- C. Disable SSID broadcasting
- D. Enable WEP encryption

Answer: A

Explanation:

QUESTION NO: 473

The technician suspects a computer has been compromised by malware. Which of the following statements BEST describes the steps a technician should take to eliminate the malware?

- A. Reboot in Safe Mode with Networking enabled, update and then run an anti-malware scanner.
- B. Update the anti-malware signatures, and then run an anti-malware scanner.
- C. Update the anti-malware signatures, reboot the system, and then run the anti-malware scanner.
- D. Reboot the system, log on as administrator, and run the anti-malware scanner.

Answer: A

Explanation:

QUESTION NO: 474

A technician needs to boot a PC from a CD to run diagnostics, but the PC always boots from the hard drive. Which of the following will allow the PC to boot from the CD?

- A. Change the drive order sequence in the BIOS.
- B. Unplug the power cable from the hard drive.
- C. Reformat the hard drive.
- D. Unplug the data cable from the hard drive.

Answer: A

Explanation:

QUESTION NO: 475

Which of the following is the QUICKEST way to view network adapter statistics?

- A. System Information
- B. Task Manager
- C. Performance Monitor
- D. Computer Management

Answer: B

Explanation:

QUESTION NO: 476

A customer reports that their sound is not working. They state that the speakers worked previously. Which of the following should the technician check? (Select THREE).

- A. Speakers are in regulatory compliance.
- B. Speakers are on and the mute is off.
- C. Ensure the speakers are on the Windows HCL.
- D. Verify the system has enough hard drive space.
- E. The audio driver is installed correctly.
- F. Speakers are plugged into the correct jack.

Answer: B,E,F

Explanation:

QUESTION NO: 477

A technician receives a ticket about VPN issues on a Windows XP PC. The ticket explained that the Internet was working until the VPN connection was established; now it will not allow the user to remote desktop or browse the Internet. Which of the following would cause these network issues?

- A. Windows XP firewall is corrupt and not working correctly.
- B. Windows XP firewall is turned on and not configured correctly.
- C. The user is not using the correct Ethernet cable.
- D. Windows XP does not support VPN features.

Answer: B

Explanation:

QUESTION NO: 478

After removing malware from a users computer, the Internet browser does not access any websites. Which of the following is the BEST method to fix this?

- A. Remove Proxy Settings from the Internet browser
- B. Run Operating System Updates
- C. Reset the Internet router
- D. Reboot the computer

Answer: A

Explanation:

QUESTION NO: 479

A user installed a Blu-Ray drive in their PC. The user reports that the new drive and their existing DVD-RW drive are not operating. Which of the following needs to be replaced?

- A. Power supply
- B. DVD-RW
- C. Blu-Ray drive
- D. Motherboard

Answer: A

Explanation:

QUESTION NO: 480

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

Explanation:

QUESTION NO: 481

Which of the following is the reason for pinging the loopback address?

- A. To verify the functionality of the network card
- B. To verify the functionality of the DNS server
- C. To verify the functionality of the TCP/IP stack
- D. To verify the functionality of the host file

Answer: C

Explanation:

QUESTION NO: 482

Which of the following symptoms would indicate a power supply issue?

- A. Frequent failure of hard drives
- B. The CD-RW takes longer to write
- C. The CPU is constantly over-clocking
- D. The wireless range is reduced

Answer: A

Explanation:

QUESTION NO: 483

When troubleshooting an email problem which of the following is the correct syntax for telnet?

- A. telnet <servername> 25
- B. telnet <servername>:25
- C. telnet <servername> port:25
- D. telnet 25 <servername>

Answer: A

Explanation:

QUESTION NO: 484

Which of the following protocols would a technician use to run commands on a remote computer?

- A. NETBIOS
- B. FTP

- C. SMTP
- D. TELNET

Answer: D

Explanation:

QUESTION NO: 485

Which of the following commands would be used to set the time on a workstation?

- A. NET timer
- B. NET time
- C. NET time set
- D. time

Answer: D

Explanation:

QUESTION NO: 486

A technician is unfamiliar with terms in a dialog box. Which of the following would quickly provide more information?

- A. Alternate click and select Whats This?
- B. Use Microsoft knowledge base to search for the term
- C. Alternate click and select more information
- D. Press F1 and search for the term

Answer: A

Explanation:

QUESTION NO: 487

A technician needs to find out if a scheduled task completed without error. Which of the following tools would allow the technician to verify the task status?

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

D. Event Viewer

Answer: D

Explanation:

QUESTION NO: 488

A Windows Vista computer has an experience index of 3.8. The technician discovers that the computer has the following: Performance index 4.6 RAM 1GB 4.6 Video 3D 3.8 CPU 2.4GHz 4.2 The technician upgrades the memory to 2GB and gets the following results: Performance index 5.0 RAM 2GB 5.0 Video 3D 3.8 CPU 2.4GHz 4.2 But the Windows experience index is still at 3.8. Which of the following can the technician do to improve the performance index?

- A. Upgrade the video card
- B. Increase the RAM to 4GB
- C. Upgrade the CPU to 3GHz
- D. Increase the resolution on the screen

Answer: A

Explanation:

QUESTION NO: 489

Which of the following ports should be forwarded on the firewall to make the internal FTP server accessible from the Internet?

- A. 22
- B. 23
- C. 25
- D. 80

Answer: D

Explanation:

QUESTION NO: 490

A technician needs to transfer data to an external hard drive that is 10/100 network capable. Which of the following has the FASTEST transfer rate?

- A. IEEE 1394
- B. USB 1.1
- C. Broadband
- D. USB 2.0

Answer: A

Explanation:

QUESTION NO: 491

A floppy drive is replaced in a computer and now when the computer is turned on the floppy drive light is constantly lit. Which of the following is the MOST likely cause?

- A. The power supply has failed.
- B. The drive cable is connected backwards.
- C. The floppy drive has failed.
- D. The proper drivers have not been loaded.

Answer: B

Explanation:

QUESTION NO: 492

Which of the following will pull up the fonts folder in Windows 7? (Select TWO).

- A. Click the windows button, type font, and choose the font folder.
- B. Click the windows button, choose control panel, and then select the font folder.
- C. Click computer, choose C:, click the windows folder, click on the system32 folder, and select the font folder.
- D. Click the windows button, choose the control panel, select the personalization option, and select the font folder.
- E. Click computer, choose C:, select the program files, and then select the font folder.

Answer: A,B

Explanation:

QUESTION NO: 493

How many physical hard drives can fail in a RAID 5 array consisting of 8 physical hard drives

without losing the entire RAID 5 array?

- A. 0
- B. 1
- C. 5
- D. 8

Answer: B

Explanation:

QUESTION NO: 494

Which of the following is a recommended power rating for a desktop PC power supply running office applications?

- A. 12 Volts
- B. 120 Volts
- C. 400 Watts
- D. 1800 Watts

Answer: C

Explanation:

QUESTION NO: 495

Which of the following drives are configurable via a jumper? (Select TWO).

- A. IDE
- B. PATA
- C. FDD
- D. SATA
- E. SSD

Answer: A,B

Explanation:

QUESTION NO: 496

A technician has been tasked to test an application on a Windows XP desktop. The technician installs the application and reboots the computer. Upon reboot the technician receives a BSOD. Which of the following is the BEST for the technician to perform?

- A. Run Windows XP repair utility
- B. Start the computer in Safe Mode
- C. Reinstall Windows XP
- D. Contact the vendor of the application

Answer: B

Explanation:

QUESTION NO: 497

A technician suspects that a power supply may be failing in a computer. Which of the following are the standard voltages for a SATA connection on an ATX power supply?

- A. -3.3v, 5v, 12v
- B. 3.3v, -5v, -12v
- C. 3.3v, 5v, 12v
- D. -5v, 5v, 12v

Answer: C

Explanation:

QUESTION NO: 498

Which of the following should a field technician do before attempting to open a laptop for repair or upgrades?

- A. Take photographs of all the screws so they can be easily repositioned.
- B. Obtain a copy of the manufactures disassembly guide.
- C. Clean it with a lint free cloth to prevent any static discharges.
- D. Download a copy of the specs from the manufactures website.

Answer: B

Explanation:

QUESTION NO: 499

A technician installs newly compatible memory into a computer, and the computer does not recognize the memory. Which of the following would the technician need to perform?

- A. Replace the memory chips.
- B. Replace the hard drive.
- C. Upgrade the power supply.
- D. Flash the BIOS.

Answer: D

Explanation:

QUESTION NO: 500

Which of the following is a modem diagnostic command which can be used to verify communication between the computer and a connected modem?

- A. IRQ
- B. DMA
- C. AT&V
- D. MBR

Answer: C

Explanation:

QUESTION NO: 501

A user has a water cooled computer that appears to be overheating intermittently. Which of the following is the cause of the problem? (Select TWO).

- A. Water pump is becoming faulty
- B. Memory is overheating
- C. CPU is overheating
- D. Power supply has failed
- E. Air is trapped in the line

Answer: A,E

Explanation:

QUESTION NO: 502

A user wants to have maximum speed within their SOHO, while maintaining ease of accessibility for walk-in clients. They use a laptop and two desktops and broadband Internet access. Which of the following should the technician recommend?

- A. Wired router only to provide Gigabit speed, several RJ-45 wall plates for ease of access
- B. Wired router with Gigabit access and an access point
- C. Wi-Fi router; it is fast and provides easy access to the network
- D. Plugging the computers to the broadband router

Answer: B

Explanation:

QUESTION NO: 503

Which of the following should a technician do before sending a users laptop to a manufacturers repair center?

- A. Remove the hard drive
- B. Remove the LCD
- C. Remove the Wi-Fi card
- D. Clean it thoroughly

Answer: A

Explanation:

QUESTION NO: 504

A home user is determining whether to install a wired or wireless network. Which of the following considerations should be taken into account? (Select TWO).

- A. A wireless network provides more flexibility in user access location.
- B. A wireless network may interfere with cell phone reception.
- C. A wired network is easier to install in the home environment.
- D. A wired network is more flexible because it can accommodate an unlimited number of users.
- E. A wired network provides a faster and more reliable solution.

Answer: A,E

Explanation:

QUESTION NO: 505

Which of the following does the command FDISK /MBR do?

- A. Repairs Boot Blocks
- B. Quarantines infected sectors on a disk
- C. Format Disk
- D. Wipes a Floppy Disk

Answer: A

Explanation:

QUESTION NO: 506

Wake-On Lan is an option that is enabled in:

- A. Device Manager
- B. System Properties
- C. Control Panel
- D. the BIOS

Answer: D

Explanation:

QUESTION NO: 507

Which of the following will fix a laptop with dark irregular lines that run the width of the display in all video modes?

- A. Perform a System Restore
- B. Replace the video capture card
- C. Change the resolution to 800 x 600
- D. Replace the LCD

Answer: D

Explanation:

QUESTION NO: 508

Which of the following commands would be used to check system files for corruption?

- A. CHKDSK
- B. CD
- C. SFC
- D. MSCONFIG

Answer: C

Explanation:

QUESTION NO: 509

A user reports that their new optical drive is not working. It opens and closes, but nothing pops-up on their screen when the user puts a disk in. The technician checked Device Manager and could not locate the drive. Which of the following is the MOST likely reason for this?

- A. The drives SATA cable is not connected
- B. The disk is blank or scratched
- C. The user does not have administrator privileges
- D. The PSU is not providing enough power

Answer: A

Explanation:

QUESTION NO: 510

When dealing with a power issue, which of the following should be checked FIRST?

- A. Cabling
- B. Wall outlet
- C. Input devices
- D. Power supply

Answer: B

Explanation:

QUESTION NO: 511

A technician is booting up a computer but the computer never moves beyond POST. The floppy disk drive light stays lit continuously during the boot process. Which of the following is the MOST likely cause?

- A. The hard drive is not formatted.
- B. The BIOS is corrupted.
- C. The motherboard has faulty capacitors.
- D. The drive cable is backwards.

Answer: D

Explanation:

QUESTION NO: 512

A user states that an unwanted instant messenger program starts every time Windows Vista logs in, but the program is not listed in the Startup folder to remove. Which of the following programs will allow a user to disable the program from starting during the login process?

- A. Windows Defender
- B. Task Manager
- C. System Restore
- D. Scheduled Tasks

Answer: A

Explanation:

QUESTION NO: 513

A user wants to upgrade the memory in the laptop but only can find one memory slot on the bottom of the laptop. Which of the following is the MOST likely location of the second memory slot?

- A. Behind the removable DVD drive
- B. Under the keyboard

- C. Behind the removable hard drive
- D. Under the battery

Answer: B

Explanation:

QUESTION NO: 514

A disc is stuck in a DVD-ROM drive. Which of the following describes the BEST way to proceed in recovery of the media?

- A. Dispose of the drive completely and replace media.
- B. Format the media using CDFS.
- C. Use a screwdriver to disassemble the drive.
- D. Use a paper clip to eject the tray.

Answer: D

Explanation:

QUESTION NO: 515

After installing a second hard drive, the computer no longer loads the operating system on the previous hard drive at boot. Which of the following will restore the computer's previous working state?

- A. Configure the jumpers on the hard drives
- B. Use a boot disk and execute the SYS command
- C. Downgrade the BIOS to a previous version
- D. Format the new hard drive with NTFS

Answer: A

Explanation:

QUESTION NO: 516

A technician connects an external hard drive and a mouse into a USB hub. The mouse is recognized by the operating system, but the external hard drive is not. Which of the following will allow the external USB hard drive to be recognized?

- A. Replace the USB hub with an USB 2.0 hub.
- B. Disable the mouse in the Device Manager.
- C. Upgrade the cable connecting the external USB hard drive.
- D. Connect the USB mouse to a different port on the USB hub.

Answer: A

Explanation:

QUESTION NO: 517

Which of the following will occur if a PCMCIA device is used in a PC card slot?

- A. A PCMCIA will require voltage change on the motherboard.
- B. PCMCIA devices are not compatible with PC card slots.
- C. A PCMCIA device will work in a PC card slot.
- D. A PCMCIA device will work in a PC card slot with a firmware upgrade.

Answer: C

Explanation:

QUESTION NO: 518

A customer wants to listen to music on their computer. When headphones are plugged into the computer, the music can be heard. When headphones are unplugged, music cannot be heard. Which of the following can cause this problem?

- A. The sound from a website will only play through a headphone jack.
- B. The sound card is configured to operate only through the headphone jack.
- C. The computer's volume control is set to mute.
- D. The computer does not have a built-in speaker.

Answer: D

Explanation:

QUESTION NO: 519

Which of the following is a true statement about power management?

- A. ACPI is a software interface designed by Microsoft and Intel and takes full advantage of Plug and Play.
- B. ACPI is an open industry standard used across a wide range of devices.
- C. APM is hardware-based and is an open industry standard used across a wide range of devices.
- D. APM defines power management on a wide range of devices.

Answer: B

Explanation:

QUESTION NO: 520

Which of the following is a method for making a hard disk unreadable without the proper authentication?

- A. exFAT
- B. BitLocker
- C. NTFS
- D. EFS

Answer: B

Explanation:

QUESTION NO: 521

A technician needs to add additional RAM to a computer containing PC2700 RAM. The technician does not have any PC2700 RAM available. Which of the following is the BEST option to complete the task?

- A. Install 200MHz RAM
- B. Install 266MHz RAM
- C. Install 400MHz RAM
- D. Install 533MHz RAM

Answer: C

Explanation:

QUESTION NO: 522

A user reports that their desktop computer is running slower than normal. After running benchmark testing on the CPU, the technician discovers that it is performing significantly below the CPU rating. Which of the following is the MOST likely reason for the slow performance?

- A. The memory is running above clock speed.
- B. The DMA cache is full.
- C. The hard drive has become fragmented.
- D. The heat sink is loose.

Answer: D

Explanation:

QUESTION NO: 523

Which of the following commands will allow a technician to map a network connection from source to end?

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

Answer: C

Explanation:

QUESTION NO: 524

A technician is able to ping a server by the IP address; however, the server will not respond when the PING command uses its FQDN. Which of the following is the MOST likely reason for the server not responding?

- A. The network cabling is damaged.
- B. The computer is not getting proper DNS results.
- C. The network card in the computer is damaged.
- D. The LMHOST file is corrupt.

Answer: B

Explanation:

QUESTION NO: 525

A user states that when trying to sync a PDA via Bluetooth to the operating system, a no Bluetooth device error message appears on the PDA. The computer has a Bluetooth card installed. Which of the following is the MOST likely cause?

- A. A microwave is interfering with the signal.
- B. The hard drive is faulty.
- C. A BIOS setting is incorrect.
- D. The 802.11 card is disabled.

Answer: C

Explanation:

QUESTION NO: 526

A technician notices that a printer is jamming above the printer tray. Which of the following would the technician perform FIRST to resolve this issue?

- A. Replace the drum
- B. Replace the fuser
- C. Clean the feeder rollers
- D. Clean the pickup rollers

Answer: D

Explanation:

QUESTION NO: 527

A user states that there are multiple folders within Windows Vista with names that are green in color. Which of the following is the MOST likely cause?

- A. The folders have been shared
- B. EFS is enabled
- C. NTFS is enabled
- D. The folders are compressed

Answer: B

Explanation:

QUESTION NO: 528

Which of the following will allow a technician to extend a partition?

- A. Set the drive up as basic
- B. Format the drive to FAT32
- C. Install a second hard drive
- D. Set the drive as dynamic

Answer: D

Explanation:

QUESTION NO: 529

Which of the following are symptoms of a pending hard drive failure? (Select TWO).

- A. File operations failing
- B. Access denied messages occurring when using network drives
- C. BIOS shows CPU temperature is above threshold
- D. Alerts from anti-virus software
- E. System lock-up

Answer: A,E

Explanation:

QUESTION NO: 530

Which of the following groups is BEST to assign to a home user to prevent software installation?

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

Answer: A

Explanation:

QUESTION NO: 531

A user is attempting to access files on their local computer that are also shared out to the network. The file share permissions allow the user account to have read access. The NTFS permissions allow the user account to have full control. Which of the following is the user's resulting access level when accessing these files locally?

- A. Write
- B. Read
- C. Modify
- D. Full control

Answer: D

Explanation:

QUESTION NO: 532

Which of the following is added to the end of a shared directory name that will hide the shared directory?

- A. @
- B. %hide%
- C. #
- D. \$

Answer: D

Explanation:

QUESTION NO: 533

Which of the following does an out-of-memory error indicate on a printer?

- A. A faulty memory module in the printer.
- B. A postscript print job has been sent to the printer.
- C. A large print job has been sent to the printer.
- D. The printer firmware needs to be updated.

Answer: C

Explanation:

QUESTION NO: 534

Which of the following will occur if a laptop SATA 1 drive is installed on a SATA 2 controller?

- A. The drive will run at the lower SATA 1 speed.
- B. The drive will not work due to incompatibility.
- C. The drive will run at the higher SATA 2 speed.
- D. The drive will have intermittent POST errors.

Answer: A

Explanation:

QUESTION NO: 535

Which of the following will happen if 333MHz memory is inserted into a motherboard that supports 400MHz memory?

- A. The motherboard will be damaged and not work.
- B. The motherboard will use the lower 333MHz speed.
- C. The CPU will be damaged.
- D. The motherboard will use the faster 400MHz speed.

Answer: B

Explanation:

Topic 5, Volume E

QUESTION NO: 536

A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

Answer: B

Explanation:

QUESTION NO: 537

A computer running Windows 7 will not boot up. A user is receiving an Invalid boot disk error. Which of the following is the cause of this error?

- A. The BOOT.INI file is not found.
- B. The Windows registry is corrupt.
- C. There is a CD-ROM in the drive.
- D. The floppy drive is disconnected.

Answer: C

Explanation:

QUESTION NO: 538

A user is running Windows Vista Ultimate with a 1GHz processor, 1GB of RAM, and a 64MB video card. The user states the computer performance is slow when the Aero settings are enabled. Which of the following can the technician do to increase performance?

- A. Upgrade processor
- B. Increase HDD size
- C. Increase system RAM
- D. Upgrade the video card

Answer: D

Explanation:

QUESTION NO: 539

A technician has just installed a new computer running Windows 7 in a home office, with five other computers running Windows XP. The new computer is able to connect to the other computers on the network, but the Windows XP computers are unable to connect to the new computer. Which of the following is the cause of this issue?

- A. Windows updates need to be executed.

- B. Network cable is unplugged.
- C. The firewall is turned on.
- D. The operating systems are incompatible.

Answer: C

Explanation:

QUESTION NO: 540

A technician is dispatched to a system that will not go beyond the Windows XP splash screen. Which of the following, after restart, would allow the technician to load Windows XP?

- A. Press F6, select Last Known Good Configuration, login
- B. Press F8, select Debug mode, login
- C. Press F8, select Last Known Good Configuration, login
- D. Press F6, select Debug mode, login

Answer: C

Explanation:

QUESTION NO: 541

A user is cleaning up their temporary Internet files and is concerned about the number of cookies discovered. Which of the following is a correct statement about cookies?

- A. Cookies are spyware.
- B. Cookies are not always malicious.
- C. Cookies cannot be removed.
- D. Cookies should be disabled at all times.

Answer: B

Explanation:

QUESTION NO: 542

After rebooting a workstation a message pops up saying one or more services failed to start. Which of the following will provide information about this issue?

- A. Look at the Security event logs.
- B. Look at the Task Manager.
- C. Look at the system event logs.
- D. Look at the application event logs.

Answer: C

Explanation:

QUESTION NO: 543

The purpose of NSLOOKUP is to:

- A. translate a DHCP address to a name.
- B. translate a MAC address to a name.
- C. translate a DNS address to a name.
- D. translate an IP address to a name.

Answer: D

Explanation:

QUESTION NO: 544

A user is reporting that their computer is making strange noises and randomly powers off. Which of the following tools would MOST likely be used to troubleshoot this problem?

- A. POST diagnostic card
- B. Power supply tester
- C. Loop back plug
- D. Cable tester

Answer: B

Explanation:

QUESTION NO: 545

A user signs up for every online promotion and mailing list they are prompted with and their mailbox is flooded with email. Which of the following is an example of this?

- A. Virus
- B. Infection
- C. Spam
- D. Malware

Answer: C

Explanation:

QUESTION NO: 546

After cold booting a computer the system clock displays the wrong date and time. Which of the following is the MOST likely cause of this issue?

- A. Hard drive is going bad.
- B. RAM is going bad.
- C. Video card is going bad.
- D. CMOS battery is going bad.

Answer: D

Explanation:

QUESTION NO: 547

A technician reboots a computer and receives the error, NTLDR is missing, press any key to restart. Which of the following is a MOST likely cause of this error?

- A. Operating system is corrupt.
- B. RAM is going bad.
- C. Computer needs to be restarted again.
- D. Video card is corrupt.

Answer: A

Explanation:

QUESTION NO: 548

A technician needs to plug a network cable into an inactive network drop in a user's cubicle. Which of the following will allow the technician to find the correct drop in the network room to make the port hot?

- A. Multimeter
- B. Extension magnet
- C. Power supply tester
- D. Toner probe

Answer: D

Explanation:

QUESTION NO: 549

A technician has received a report of a network outage. Which of the following should a technician use to pinpoint the location of a UTP cable break?

- A. Cable tester
- B. Multimeter
- C. TDR
- D. SFC

Answer: C

Explanation:

QUESTION NO: 550

A technician is going to use an extension magnet to pick up a screw dropped inside a computer case. Which of the following **MUST** be done before the technician attempts to do this?

- A. Turn on the computer to prevent any possible shorts.
- B. Unplug the power cord to prevent any possible shorts.
- C. Backup the computer to prevent any potential loss of data.
- D. Ensure that the extension magnet is rubber coated.

Answer: B

Explanation:

QUESTION NO: 551

Which of the following tools can a field technician use to test a faulty power supply?

- A. Loop back plug
- B. Cable tester
- C. Extension magnet
- D. Multimeter

Answer: D

Explanation:

QUESTION NO: 552

Which of the following would a technician MOST likely use after terminating an Ethernet cable?

- A. Multimeter
- B. Cable tester
- C. Extension magnet
- D. Toner probe

Answer: B

Explanation:

QUESTION NO: 553

Which of the following is correct for dual band routers?

- A. Allows simultaneous transmission of 802.11n at 5.8GHz and 2.4GHz.
- B. Allows single transmission of 802.11a/b at 2.4GHz or 802.11b/n at 5.8GHz.
- C. Allows simultaneous transmission of 802.11a/b at 2.4GHz and 802.11b/n at 5.8GHz.
- D. Allows single transmission of 802.11a at 5.8GHz and 802.11n at 2.4GHz.

Answer: A

Explanation:

QUESTION NO: 554

A user has a server with Windows 2008 Server, a desktop, and a laptop with Windows 7 in the network. They want to be able to log into the server from the laptop while at home. Which of the following would be the BEST solution?

- A. Enable remote access on the server and the clients.
- B. Create a user account on the server and set it up to log in locally.
- C. Use a KVM with extra long cables to connect to all computers.
- D. Install SharePoint in the server to provide access.

Answer: A

Explanation:

QUESTION NO: 555

A client cannot connect to the Internet. The technician executes ipconfig at the command line and notices the IP address is 169.254.64.102. Which of the following is the NEXT command the technician should execute?

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

Answer: A

Explanation:

QUESTION NO: 556

Which of the following command line utilities would allow a technician to copy not only the parent directory but also include subdirectories of a folder on a Windows XP machine?

- A. XCOPY
- B. COPY
- C. DIR
- D. EDIT

Answer: A

Explanation:

QUESTION NO: 557

Which of the following switches skips the process that compares directory entries to the file record segments corresponding to those entries, while running a CHKDSK command?

- A. chkdsk /r
- B. chkdsk /i
- C. chkdsk /f
- D. chkdsk /v

Answer: B

Explanation:

QUESTION NO: 558

Which of the following tools is BEST used to measure voltage and amperage from a power source?

- A. Loopback Plug
- B. Multimeter
- C. Power Supply Tester
- D. Extension Magnet

Answer: B

Explanation:

QUESTION NO: 559

A customer asks a technician to setup a SOHO network at their home. They would like to run cabling from the area where their Internet connection terminates to another room. Which of the following is the maximum distance for CAT5 UTP cabling?

- A. 1 meter (3 feet)
- B. 10 meters (32 feet)
- C. 100 meters (328 feet)
- D. 1000 meters (3281 feet)

Answer: C

Explanation:

QUESTION NO: 560

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

Explanation:

QUESTION NO: 561

A user's new hard drive stops without any warning. Which of the following explains intermittent problems with a user's hard drive?

- A. The hard drive needs to be defragmented.
- B. Integrated controller is overheating.
- C. Cables are damaged or not seated.
- D. Cables are reversed.

Answer: C

Explanation:

QUESTION NO: 562

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 user's 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

Explanation:

QUESTION NO: 563

A workstation is constantly overheating. The workstation functions but is not making any noise. Which of the following has MOST likely occurred?

- A. The processor has stopped working.
- B. The power supply has failed.
- C. The case fan has stopped working.
- D. The heatsink has gone bad.

Answer: C

Explanation:

QUESTION NO: 564

A technician discovers that a newly purchased SDHC card will not function properly in a laptops card reader slot, the older SD cards work without any issue. The technician verifies on the manufacturer's website that the SDHC cards are compatible with the laptop card reader. Which of the following should the technician do FIRST to resolve this issue?

- A. Format the new card in FAT32.
- B. Use a memory stick DUO instead as it is a compatible format.
- C. Install the latest firmware and drivers.
- D. Purchase a PCMCIA adapter card for insured compatibility with all SD formats.

Answer: C

Explanation:

QUESTION NO: 565

A technician notices that the computer is only obtaining a 169.x.x.x IP address on the network even when the network card is set to obtain IP address automatically. Which of the following services is MOST likely malfunctioning?

- A. DHCP
- B. DNS
- C. NAT
- D. SNMP

Answer: A

Explanation:

QUESTION NO: 566

A technician wants to verify a remote printer that has been power cycled is back online. The technician would use which of the following commands and switch?

- A. tracert -t
- B. ipconfig /renew
- C. ping -t
- D. nslookup -ttl

Answer: C

Explanation:

QUESTION NO: 567

Which of the following is the default SMTP port?

- A. 21
- B. 22
- C. 23
- D. 25

Answer: D

Explanation:

QUESTION NO: 568

Which of the following is the default HTTPS port?

- A. 22
- B. 80
- C. 443
- D. 3389

Answer: C

Explanation:

QUESTION NO: 569

A technician restored a backup to a client's workstation, but the client is unable to open any of the files. Which of the following should the technician have completed when restoring?

- A. Give the user power user rights
- B. Enabled the restore to include security
- C. Restore the data to the original location
- D. Convert the hard drive to FAT32

Answer: B

Explanation:

QUESTION NO: 570

A technician wants to secure a Windows 7 Ultimate notebook hard drive. Which of the following should the technician do to implement BitLocker? (Select TWO).

- A. Disable TPM in the system BIOS
- B. Run the BitLocker wizard and any necessary partitions
- C. Enable TPM in the system BIOS
- D. Enable TPM in the Windows 7 OS files
- E. Set up the OS and the system files on the same partition

Answer: B,C

Explanation:

QUESTION NO: 571

A user reports that a network printer will not print, however, other users are not experiencing any problems. The user has rebooted their computer twice and it is still not printing. Which of the following should the technician check?

- A. Run the printer configuration wizard on the desktop.
- B. Check to see if the network printer is turned on.
- C. Verify that the printer is connected to the network.
- D. Check the local print queue for a failed print job.

Answer: D

Explanation:

QUESTION NO: 572

A technician is attempting to configure Windows XP Media Center on a desktop from a CD. The message that comes up on the screen says Missing NTLDR press any key to reboot . Which of the following should the technician do NEXT?

- A. Replace the video card with a compatible one.
- B. Check the Windows XP Hardware Compatibility List.
- C. Verify the boot order in the BIOS.
- D. Install Windows XP RC2 first, then upgrade to Windows XP Media Center.

Answer: C

Explanation:

QUESTION NO: 573

If a computer has an IP address of 169.254.6.15, which of the following has failed?

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

Answer: B

Explanation:

QUESTION NO: 574

A computer is not able to access Internet websites, internal company servers, or other networked resources. Which of the following is the FIRST step to help identify the cause of the problem?

- A. Check the Ethernet link light.
- B. Reboot the computer.
- C. Check the length of the twisted-pair cable.
- D. Ensure that a static IP address is assigned.

Answer: A

Explanation:

QUESTION NO: 575

Which of the following provides the BEST protection against ESD?

- A. Proper grounding
- B. A non-carpeted surface
- C. An anti-static wrist strap
- D. Rubber gloves

Answer: C

Explanation:

QUESTION NO: 576

Which of the following may cause a touchpad to fail? (Select TWO).

- A. A corrupt driver
- B. A loose wire or connector
- C. Dirt or oil on the touchpad
- D. A corrupt video driver
- E. An external keyboard

Answer: A,B

Explanation:

QUESTION NO: 577

A user states that after a recent move Windows Media Center live TV option does not work. All connections are plugged in and all other programs are working. Which of the following is the MOST likely cause?

- A. The memory has up and down errors,
- B. Media Center is corrupt and needs to be reinstalled
- C. The Media Center library needs to be rebuilt.

D. The coax cable is plugged into the antenna port.

Answer: D

Explanation:

QUESTION NO: 578

A user has had a new hard disk drive installed on a PC and now the user cannot boot the machine. The technician notices that the drive access LED on the hard disk stays on. Which of the following should the technician do to troubleshoot this problem? (Select TWO).

- A. Check the power supply (or proper voltages).
- B. Check the drive cable to make sure it is oriented correctly on both the drive and board ends
- C. Check the BIOS settings on the computer for the drive controller.
- D. Check the power cable to the hard disk.
- E. Check the drive jumpers for correct master/slave relationships

Answer: B,E

Explanation:

Topic 6, Volume F

QUESTION NO: 579

Which of the following is the BEST command to use when determining the integrity of a hard drive?

- A. FORMAT
- B. NSLOOKUP
- C. CHKDSK
- D. FDISK

Answer: C

Explanation:

QUESTION NO: 580

Which of the following BEST describes the use of the TRACERT command?

- A. Lists the number of hops to reach destination address
- B. To look up the IP address for a given DNS name
- C. Lists the IP address and Gateway of the currently logged on computer
- D. To copy files from one IP address to another IP address

Answer: A

Explanation:

QUESTION NO: 581

A technician needs to implement basic security controls on a system. Which of the following should be implemented FIRST?

- A. TPMs
- B. User authentication
- C. Whole disk encryption
- D. BIOS passwords

Answer: B

Explanation:

QUESTION NO: 582

Which of the following commands would be used to display the contents of c:\windows\system32\?

- A. MSCONFIG
- B. DIR
- C. CD
- D. NET

Answer: B

Explanation:

QUESTION NO: 583

A technician needs a wireless access point to cover most of the office. Which of the following should the technician perform FIRST to achieve this?

- A. Change the radio channel
- B. Apply MAC address filter
- C. Determine placement
- D. Reduce radio power level

Answer: C

Explanation:

QUESTION NO: 584

Which of the following network modifications should be implemented to extend the wireless network range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users' SSID searching software.
- D. Enable network sharing on the users' computers that are within range.

Answer: B

Explanation:

QUESTION NO: 585

A user states that their work PC has become infected with a virus. Which of the following should the technician do FIRST?

- A. Perform an antivirus program scan
- B. Boot the machine into Safe Mode
- C. Remove the machine from the network
- D. Check for system security patches

Answer: C

Explanation:

QUESTION NO: 586

Which of the following provides the BEST security when setting up a small office home office (SOHO) wireless environment?

- A. IP address filtering
- B. Disable SSID broadcasting and WEP
- C. Enable SSID and configure WPA2
- D. MAC address filtering

Answer: C

Explanation:

QUESTION NO: 587

Someone is constantly trying to hack into a network. Which of the following would be the MOST practical way to protect the network from the intrusion?

- A. Disconnect the Internet connection
- B. Install a firewall
- C. Disable SSID broadcast
- D. Install an antivirus server

Answer: B

Explanation:

QUESTION NO: 588

NBTSTAT - S:

- A. Reloads the remote cache name table
- B. Lists session table with destination IP.
- C. Refreshes the network cache.
- D. Displays local NETBIOS name.

Answer: B

Explanation:

QUESTION NO: 589

A technician would utilize a multimeter to test for which of the following?

- A. Correct voltage
- B. Magnetic discharge
- C. Static discharge
- D. Memory leak

Answer: A

Explanation:

QUESTION NO: 590

Which of the following protocols would be used to connect to in order to send email?

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

Answer: D

Explanation:

QUESTION NO: 591

A technician is attempting to isolate a problem in a computer power supply. Which of the following tools should the technician use?

- A. Loopback plug
- B. Multimeter
- C. Oscilloscope
- D. Cable tester

Answer: B

Explanation:

QUESTION NO: 592

In which of the following locations do critical Windows system files reside?

- A. \Windows\System32
- B. \Documents and Settings
- C. \Windows\addins
- D. \Program Files

Answer: A

Explanation:

QUESTION NO: 593

A user installed a sound card on a Windows XP desktop. After the installation, the user is not able to hear any sounds. Which of the following should the technician do FIRST?

- A. Reboot the computer
- B. Check Device Manager
- C. Install the sound card in a known working computer
- D. Reinstall the sound card drivers

Answer: B

Explanation:

QUESTION NO: 594

A PC administrator is trying to implement BitLocker full disk encryption but the PC reports that a security module is not found. Which of the following should the administrator do to correct this?

- A. Enable the BIOS password
- B. Turn UAC off
- C. Create a separate partition with EFS
- D. Enable TPM in the BIOS

Answer: D

Explanation:

QUESTION NO: 595

A technician needs to disable services from starting up on a Windows XP workstation. Which of the following commands could the technician run to bring up a window to make these changes?

- A. CHKDSK
- B. MSCONFIG
- C. GPUPDATE
- D. SFC

Answer: B

Explanation:

QUESTION NO: 596

Which of the following tools would a technician use to test the functionality of CAT5e line?

- A. Cable tester
- B. Loop back plugs
- C. Toner probe
- D. Lineman's tool

Answer: A

Explanation:

QUESTION NO: 597

Which of the following can be used to prevent changes to the BIOS?

- A. Hardware tokens
- B. Passwords
- C. EFS
- D. TPM

Answer: B

Explanation:

QUESTION NO: 598

A user has an external hard drive connected to a USB 2.0 port on a computer. The USB 2.0 port is no longer functioning. Which of the following ports can the user plug the external hard drive into and receive the FASTEST response time?

- A. USB 1.0
- B. IEEE1394a
- C. eSATA
- D. IEEE1394b

Answer: C

Explanation:

QUESTION NO: 599

A user's computer has been running slow over the past few months. The user has uninstalled several unwanted programs. Which of the following should the technician perform FIRST to help assist with the slowness issue?

- A. Install a larger heatsink
- B. DEFRAG
- C. NTBACKUP
- D. Install a larger hard drive

Answer: B

Explanation:

QUESTION NO: 600

Which of the following is the correct UNC path to the root administrative share on the C: drive on a computer name TEST?

- A. \\TEST\C\$
- B. \\TEST\C%
- C. \\TEST\ADMIN\$
- D. \\TEST\C:

Answer: A

Explanation:

QUESTION NO: 601

A technician notices that the WAP keeps getting a different IP address after it is restarted. Which of the following is the FIRST step to take to ensure the IP address assigned does not change?

- A. Enable MAC filtering
- B. Disable SSID broadcast on the WAP
- C. DNS needs to be disabled
- D. DHCP needs to be disabled

Answer: D

Explanation:

QUESTION NO: 602

Which of the following tools could a technician use to determine why a computer is not booting?

- A. Power supply tester
- B. Toner probe
- C. Cable tester
- D. Loop back plugs

Answer: A

Explanation:

QUESTION NO: 603

A small branch office is being opened in another city 20 miles (32 kilometers) away from the corporate headquarters. The SOHO network will need the ability to access the Internet, establish a VPN tunnel to the corporate office, and will contain computers running several different operating systems. Which of the following considerations must FIRST be taken into account when implementing the SOHO network?

- A. Environment limitations
- B. Cable length
- C. Device types
- D. Compatibility requirements

Answer: D

Explanation:

QUESTION NO: 604

A technician has a SOHO with five computers. Which of the following would the technician have to

enable on the router to be able to RDP into each computer?

- A. Port forwarding
- B. MAC filtering
- C. DMZ
- D. Port assignment

Answer: A

Explanation:

QUESTION NO: 605

A customer is unable to connect to network resources and their IP address is 169.254.0.5. Which of the following address types does this represent?

- A. Static
- B. APIPA
- C. NetBEUI
- D. Dynamic

Answer: B

Explanation:

QUESTION NO: 606

Which of the following is the correct socket type for a Pentium i7 processor?

- A. 478
- B. 775
- C. 1366
- D. AM2+

Answer: C

Explanation:

QUESTION NO: 607

A technician needs to ping a client's machine that the technician is working on. to ensure that the

network card is functioning correctly. Which of the following IP addresses should be used?

- A. 10.76.0.1
- B. 127.0.0.1
- C. 192.168.0.1
- D. 255.255.255.0

Answer: B

Explanation:

QUESTION NO: 608

A new floppy drive has been installed into a system after troubleshooting pinpointed a failed drive. Which of the following power connectors needs to be used to provide the new floppy drive with power?

- A. 24 pin ATX
- B. Molex
- C. Berg
- D. 4 pin ATX

Answer: C

Explanation:

QUESTION NO: 609

A customer reports that error messages occasionally appear and quickly disappear. Which of the following is the BEST place for a technician to begin troubleshooting this issue?

- A. Run a System Restore
- B. Check Device Manager
- C. Check the Event Logs
- D. Check the System Information

Answer: C

Explanation:

QUESTION NO: 610

A user states that their laptop is slow and they would like to increase the memory. Which of the following memory modules should a technician install?

- A. 2GB SDRAM RIMM
- B. 2GB SDRAM SODIMM
- C. 4GB DDR DIMM
- D. 4GB RAMBUS DIMM

Answer: B

Explanation:

QUESTION NO: 611

Which of the following tools would be BEST to use when testing the voltage output of a power supply?

- A. Cable tester
- B. Extension magnet
- C. Loopback plugs
- D. Multimeter

Answer: D

Explanation:

QUESTION NO: 612

Which of the following can be used to end an application that is not responding?

- A. Task Manager
- B. Task Scheduler
- C. System Information
- D. System Restore

Answer: A

Explanation:

QUESTION NO: 613

A PC has a RAID 1 setup. SATA Drive 0 has failed and now the PC will not boot. Which of the following would MOST likely allow the PC to boot?

- A. Mark SATA drive 1 as active
- B. Replace SATA drive 1
- C. Reboot and select Last Known Good Configuration
- D. Replace SATA drive 0

Answer: A

Explanation:

QUESTION NO: 614

A technician has received a computer that has onboard video. The VGA connector on the motherboard is broken. Which of the following should the technician try FIRST?

- A. Install a video card
- B. Backup hard drive files
- C. Replace the motherboard
- D. Replace the VGA connector

Answer: A

Explanation:

QUESTION NO: 615

A service fails to start on a Windows machine. Which of the following can be used to enable the service on the next startup?

- A. MSCONFIG
- B. IPCONFIG
- C. NTLDR
- D. CHKDSK

Answer: A

Explanation:

QUESTION NO: 616

When installing a wireless network interface card (NIC) into a desktop computer, a technician should position the antenna:

- A. Horizontally
- B. Vertically
- C. At a 45 degree angle
- D. Inside the computer tower

Answer: B

Explanation:

QUESTION NO: 617

After reassembling a computer, the power LED on the front of the case no longer turns on when the power button is pressed. The rest of the computer seems to be functioning normally. Which of the following should the technician do FIRST?

- A. Replace the power LED.
- B. Verify all power plugs and connections.
- C. Test the power supply.
- D. Verify the power LED pinout.

Answer: D

Explanation:

QUESTION NO: 618

A technician takes over a new position and finds that the motherboards have been password protected. The technician is not aware of the current password. Which of the following methods would be used to reset the motherboard password?

- A. Remove the RAM jumper from the motherboard
- B. Remove the hard drive from the motherboard
- C. Remove the RAM from the motherboard
- D. Remove the CMOS battery from the motherboard

Answer: D

Explanation:

QUESTION NO: 619

Which of the following is a feature of xcopy over copy?

- A. The ability to copy files off a mapped network drive
- B. The ability to copy entire folder structures
- C. The ability to copy NTFS permissions
- D. The ability to copy files decrypted

Answer: C

Explanation:

QUESTION NO: 620

Which of the following should a technician use FIRST to troubleshoot issues related to software installations and application failures in Windows 7?

- A. Reliability Monitor
- B. Task Manager
- C. System Information
- D. System Restore

Answer: A

Explanation:

QUESTION NO: 621

A technician needs to replace the RAM in a desktop computer. The existing RAM is PC2700 and the technician does not have any RAM with that specification. Which of the following RAM types would be the BEST option to use?

- A. PC2100
- B. PC3200
- C. PC4200
- D. PC5400

Answer: B

Explanation:

QUESTION NO: 622

A customer has a wireless router installed in their home office. The customer is having issues with signal strength at the opposite end of the house. Which of the following is the BEST option to increase the signal strength?

- A. Install a high gain antenna focused towards the office wall.
- B. Run CAT5e cable to all of the rooms that have poor signal strength.
- C. Install a wireless repeater at the far end of the house.
- D. Install a second wired router in the far end of the house.

Answer: C

Explanation:

QUESTION NO: 623

A technician is setting up a SOHO and has configured the WAP with WPA2, While configuring the network card on the laptop. WPA2 is not listed as an option. Which of the following should the technician do NEXT?

- A. Install the latest wireless NIC software
- B. Install the latest WAP firmware
- C. Install the latest wireless NIC firmware
- D. Install the latest WAP software

Answer: A