

Question No : 1

A laptop is setup at a podium for a presentation but is set to extended desktop. The presenter would like it to show exactly what the laptop screen is showing. Which of the following would be the QUICKEST way to accomplish this?

- A. Look for the setting in control panel
- **B. Toggle the dual display function key**
- C. Change the screen orientation
- D. Reboot the laptop

Answer: B

Question No : 2

Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

- A. SNMP
- B. NNTP
- **C. DHCP**
- D. WLAN

ANSWER C

Question No : 3 -

For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

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

Answer D

Question No : 4 -

An end user is designing a PC with a clear acrylic access panel to show off the insides. The user wants the inside to stay cool, but as dust free as possible. Which of the following would BEST meet this scenario?

- A. Create a positive pressure air flow with unfiltered intakes and filtered exhausts
- B. Create a positive pressure air flow with filtered intakes and unfiltered exhausts
- C. Create a negative pressure air flow with unfiltered intakes and unfiltered exhausts
- D. Create a negative pressure air flow with filtered exhausts and unfiltered exhausts

Answer : B

Question No: 5 -

A technician is giving a safety class to new employees. Which of the following contains potentially dangerous voltages and should be handled with care, even if the power has been recently disconnected?

- A. Laser printer
- B. Wireless router
- C. Paper shredder

- D. CRT monitor

Answer : D

Question No: 6

A network technician has been tasked with deploying new VoIP phones on a network. When the technician plugs the Ethernet cable for the phone into the wall port, the phone fails to turn on. When the technician plugs the Ethernet cable directly into the computer, the computer is able to access the network. Which of the following is the MOST likely cause of this issue?

- A. The network switch does not support PoE
- B. The technician is connecting the phone to the wrong type of port
- C. The firewall on the network is blocking access to the DHCP server
- D. The Ethernet cable is the wrong type

Answer: A

Question No: 7 -

Which of the following ports is typically used for sending email?

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

ANSWER : D

A customer brings a laptop in for repair, because the screen image is upside down. Which of the following is the BEST solution?

- A. Change the screen orientation
- B. Replace the video card
- C. Connect an external monitor
- D. Update the video card drivers

Answer : A

Question No : 9 -

A company wants to conserve paper without limiting the ability to print. Which of the following settings needs to be configured?

- A. Orientation
- B. Duplex
- C. Collate
- D. Quality

ANSWER : B

Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Select TWO).

- A. Molex
- B. SPDIF
- C. eSATA
- D. HDMI
- E. USB 3.0
- F. CAT6e

ANSWER C, E


Question No : 11 -

You would like to build a PC for storage redundancy. Select the appropriate IDE drives and build the PC for MAXIMUM performance, while using the MINIMUM amount of drives.

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.



 Remove All

Hard Drives



Hard Drive 1 - 15,000 RPM



Hard Drive 2 - 10,000 RPM



Hard Drive 3 - 7,200 RPM



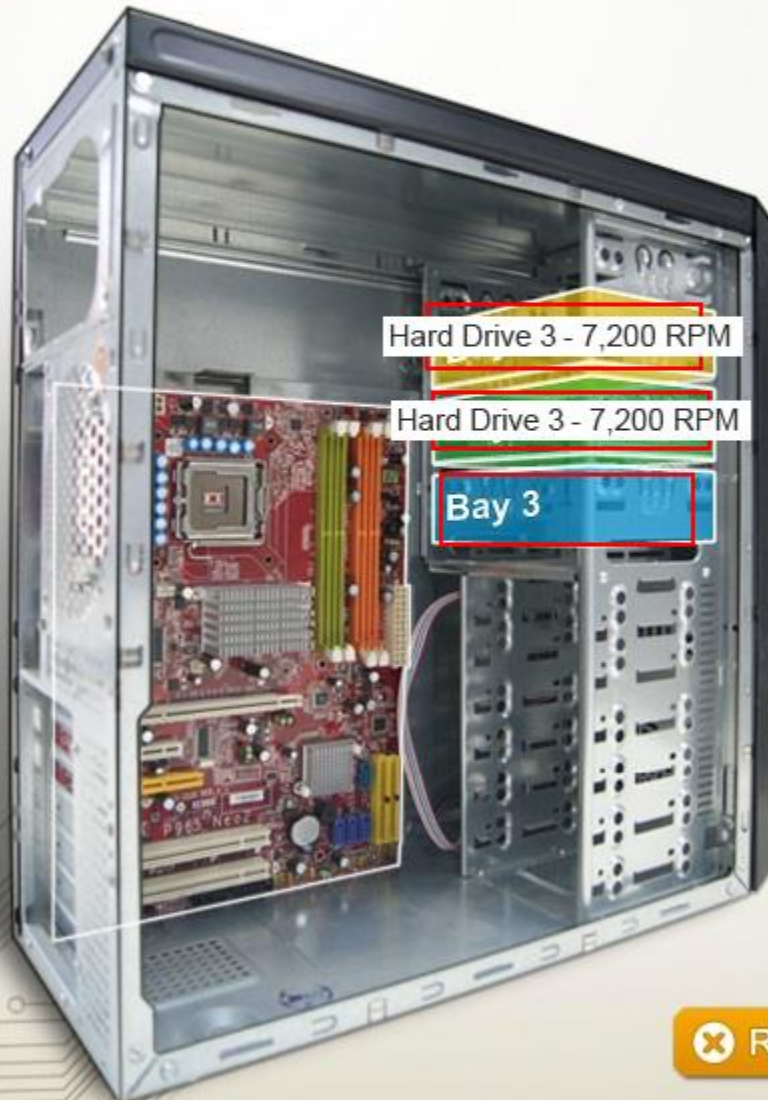
Hard Drive 4 - 5,400 RPM

question_answerVIEW ANSWER
SHOW COMMENTS26

Answer :

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.



Remove All

Hard Drives



Hard Drive 1 - 15,000 RPM



Hard Drive 2 - 10,000 RPM



Hard Drive 3 - 7,200 RPM



Hard Drive 4 - 5,400 RPM

Question No : 12 -

Which of the following display technologies provides the BEST range of visible colors?

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

ANSWER: D

Question No : 13 -

Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

- A. The hub did not provide PoE
- B. The hub had too many collisions
- C. The hub was out of ports
- D. The hub had a bad port

Answer : B

Question No : 14 -

Android smartphones are typically different from other smartphone devices in that:

- A. Android devices use apps that are more secure than other devices.
- B. Android devices use open source operating systems.
- C. Android devices can only operate with a proprietary operating system.
- D. Android devices can receive apps from different sources.

Answer : B

A technician is installing Hyper-V and is getting an error that the software is not able to be installed. Which of the following processor characteristics should be checked?

- A. Cache size
- B. Virtualization support
- C. Number of cores
- D. Hyperthreading

Answer : B



Question No : 16 -

USB 2.0 and which of the following ports share the same connector?

- A. Micro USB 2.0
- B. Mini USB 2.0
- C. Micro USB 3.0
- D. USB 3.0

ANSWER : D

A customer wants to connect a laptop to a mobile devices Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

- A. IR
- B. NFC
- C. Hotspot
- D. Lightning

ANSWER C

Question No : 18 -

A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

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

Answer : B

A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

- A. A tablet
- B. An e-Reader
- C. A phablet
- D. A smart watch

ANSWER C

Question No : 20 -

An employee wants to work more efficiently from home. The IT manager suggests the employee consider purchasing a device that will allow use of monitor and input devices with the work laptop. Which of the following devices is MOST suitable for this purpose?

- A. Docking station
- B. Set-top box
- C. KVM switch
- D. USB hub

ANSWER : A

Question No : 26 -

After a technician installs a video card, which of the following should the technician configure NEXT?

- A. Resolution
- B. Colors
- C. Dots per inch
- D. Refresh rate

Answer : A

Question No : 27 -

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

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

Answer: B,E

Question No : 28 -

Which of the following ports is used when accessing a website with SSL encryption?

- A. 22
- B. 80
- C. 110
- D. 443

Answer : D

Question No : 29 -

Which of the following is an advantage of using static IP addresses for a business?

- A. High availability
- B. Simplifies IP management
- C. Lower security risk
- D. Scalability for upgrades

Answer : A

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

Component

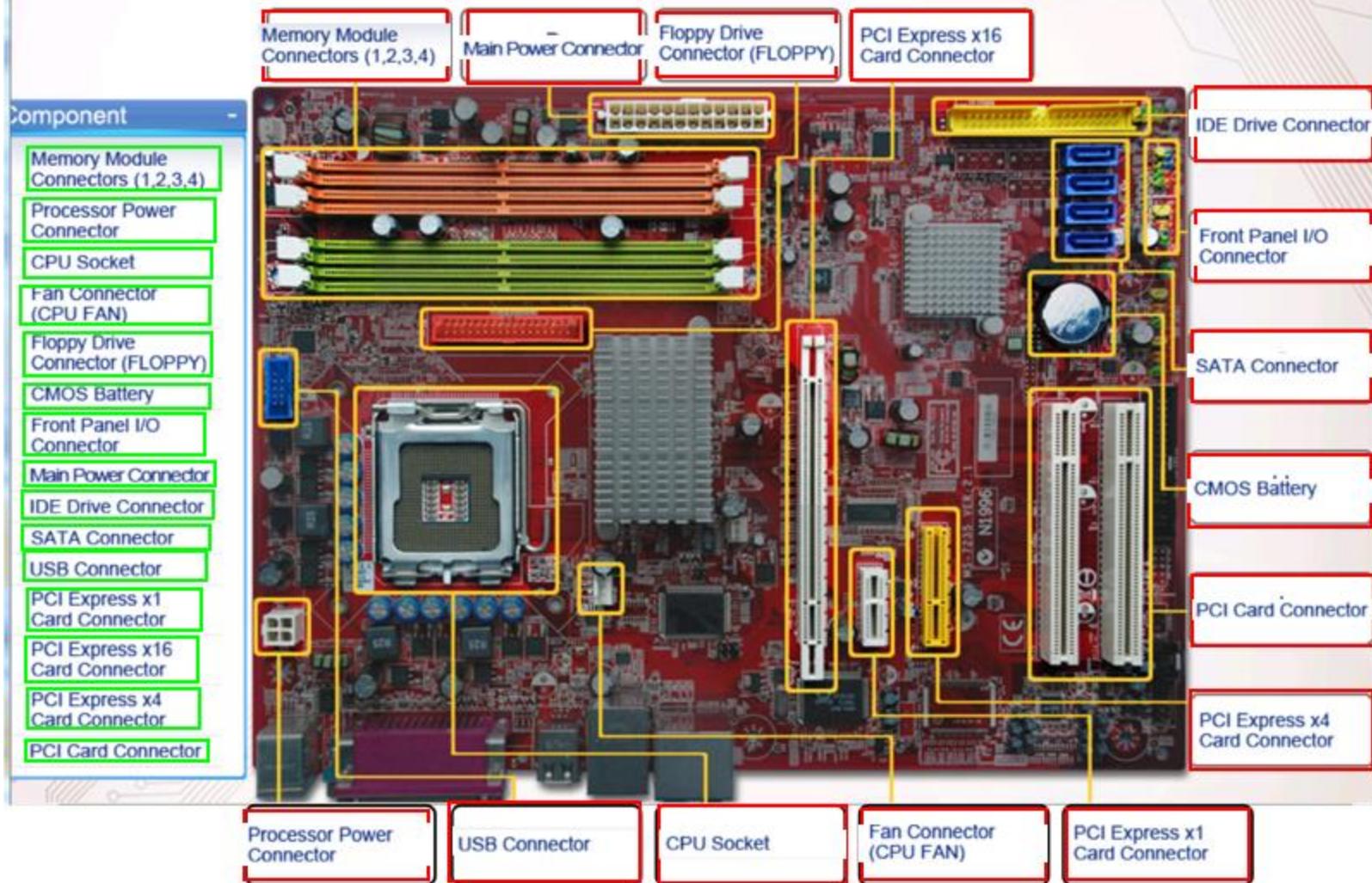
- Memory Module Connectors (1,2,3,4)
- Processor Power Connector
- CPU Socket
- Fan Connector (CPU FAN)
- Floppy Drive Connector (FLOPPY)
- CMOS Battery
- Front Panel I/O Connector
- Main Power Connector
- IDE Drive Connector
- SATA Connector
- USB Connector
- PCI Express x1 Card Connector
- PCI Express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

A O N M L K

E F G H I J

A B C D

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



Question No : 31 -

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

- A. VGA to DVI
- B. HDMI to VGA
- C. DVI to HDMI

- D. S-video to RCA

ANSWER C

Question No : 32 -

A customer is building a high-end gaming PC and is seeking an appropriate power supply unit. Which of the following feature-sets of a power supply should be installed? (Select THREE).

- A. Mini-ITX form factor
- B. High number of connectors
- C. 24-pin main connector
- D. 20-pin main connector
- E. 350-450 watts of power
- F. Dual 12v rails

Answer : B,C,F

Which of the following connections are typically on the external PC chassis? (Select TWO).

- A. AGP
- B. SAS
- C. IEEE1394
- D. eSATA
- E. IDE

ANSWER C,D

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

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

Answer : D

Question No : 35 -

A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

- A. Download the newest motherboard drivers
- B. Enable TPM
- C. Review the vendor laptop documentation
- D. Flash the BIOS

ANSWER C

Question No : 36 -

A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

- A. VPN passthrough
- B. QoS
- C. Static IPs
- D. Port forwarding

Answer : D

Question No : 37 -

The technician would like to upgrade a workstation by adding a USB 3.0 card, and upgrading the video card, sound card, and NIC. The technician is concerned about power consumption by the expansion cards. Which of the following upgrades would MOST likely require also upgrading the power supply?

- A. Video card
- B. USB 3.0 card
- C. Sound card
- D. Network card

Answer : A

Question No : 38 -

Which of the following uses a single connector to deliver both video and audio?

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

Answer : D

Question No : 39 -

Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

- A. HDMI
- B. DVI-D
- C. S-Video
- D. DVI-I

Answer : A

Question No : 40 -

Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

- A. NFC
- B. Bluetooth
- C. WiFi
- D. Cellular

Question No : 41 -

A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The line connected to the expansion card is MOST likely which of the following cable types?

- A. Coaxial
- B. CAT3
- C. CAT6
- D. Multi-mode fiber
- E. Single-mode fiber

ANSWER C

Question No : 42 -

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.
- D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

ANSWER C

Question No : 43 -

A technician is notified of an inkjet printer not printing properly. The users computer has the printer software loaded and is not displaying any errors. A test print was performed, with one of the colors not printing properly. Which of the following would the technician typically perform FIRST to resolve the issue?

- A. Replace cartridges
- B. Run a cleaning page
- C. Clean heads
- D. Clean fuser assembly

ANSWER C

Question No : 44 -

Which of the following devices does a technician need to calibrate as part of an installation?

- A. Mouse
- B. Touch screen
- C. Keyboard
- D. Video card

Answer : B

Question No : 45 -

Which of the following adapter types uses a 7-pin cable to transmit video signals?

- A. RGB
- B. S-Video
- C. HDMI
- D. DVI

Answer : B

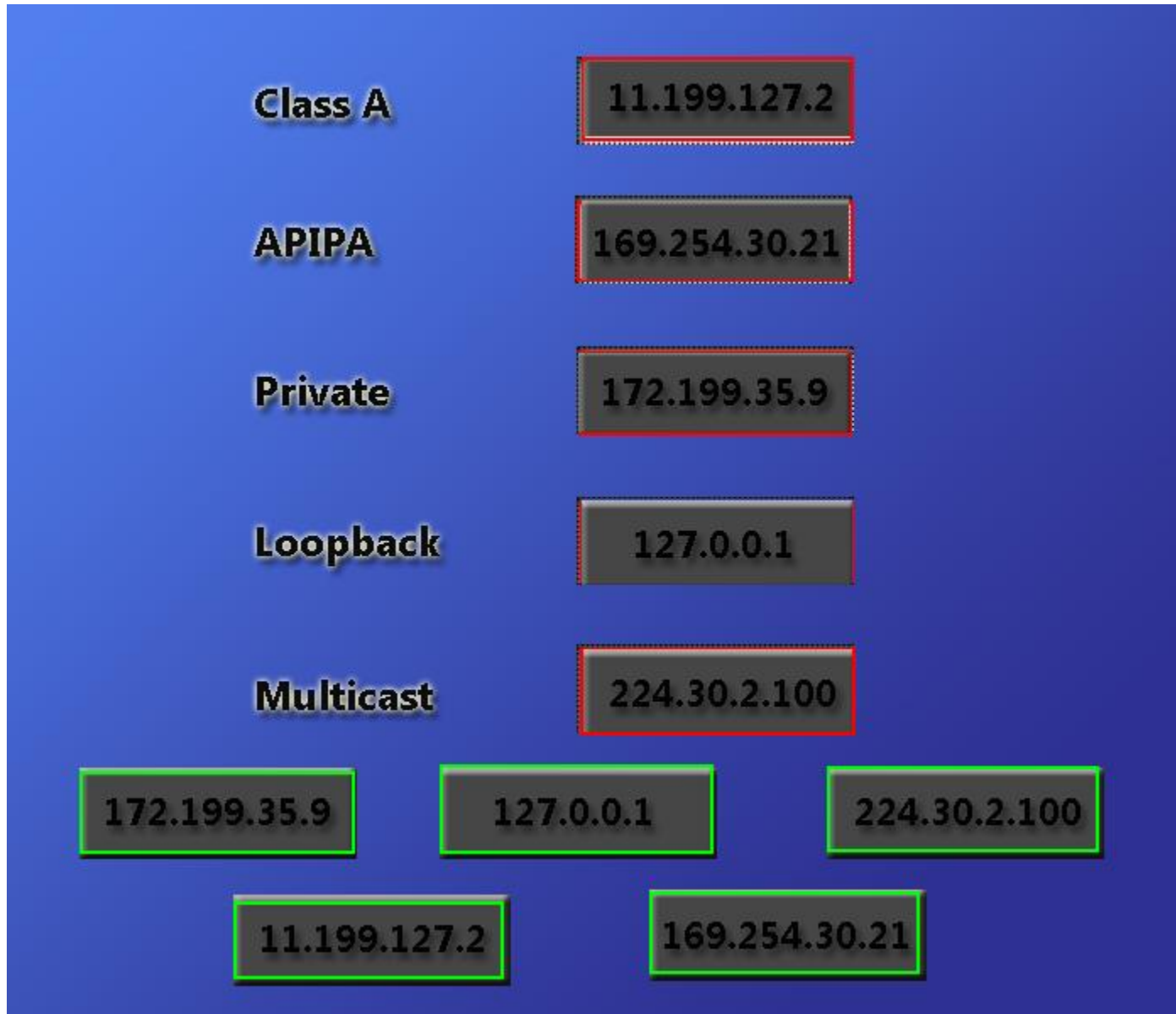
Question No : 46 -

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

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

172.199.35.9	127.0.0.1	224.30.2.100
11.199.127.2	169.254.30.21	

Answer :



Question No : 47 -

A technician is tasked with replacing all the APs in an office building for greater speeds.

The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

- A. a
- B. ac
- C. b
- D. g
- E. n

Answer : B

Question No : 48 -

After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executives laptop. The projector shows a message that reads No video signal. Which of the following is the FIRST thing that the technician should do?

- A. Adjust the laptop's screen brightness
- B. Replace the projector's bulb
- C. Verify the VGA cable is connected
- D. Ensure secondary display is enabled

ANSWER C

Question No : 49 -

A user wants to extend a PCs capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO).

- A. eSATA
- B. IEEE 1394
- C. SATA
- D. EIDE
- E. IDE

Answer : A,B

Question No : 50 -

Which of the following would typically require the use of a punchdown tool to connect a cable to the network switch?

- A. Router
- B. Repeater
- C. Patch panel
- D. PoE injector

ANSWER C

Question No : 51 -

A technician is required to connect a new cable to an open port on the patch panel. Which of the following would the technician MOST likely use in this situation?

- A. Loopback tool
- B. Multimeter
- C. Punchdown tool
- D. Toner probe

ANSWER C

Question No : 52 -

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

- A. Replace monitor.
- B. Replace video card.
- C. Replace video cable.
- D. Replace power supply.

ANSWER : A

Question No : 53 -

Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

- A. Light Emitting Diode
- B. In-Plane Switching
- C. Plasma
- D. Twisted Nematic
- E. Cold Cathode Fluorescent Lamp

Answer : A,B

Question No : 54 -

A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

- A. BNC
- B. RJ-12
- C. RJ-45
- D. ST
- E. F-connector

ANSWER C

Question No : 55 -

The Chief Executive Officer (CEO) of a company has requested outside access to a server within the company network so that sensitive documents can be worked on from home. Which of the following is the MOST appropriate tool to give the CEO the requested access?

- A. VNC
- B. Port forwarding
- C. Port triggering
- D. VPN

Answer : D

Question No : 56 -

Joe, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A. Dual voltage options
- B. UPS
- C. Inverter
- D. Micro-ATX connector

Answer : A

Question No : 57 -

The device that allows two different networks to communicate with one another is:

- A. a repeater.
- B. a hub.
- C. a router.
- D. an access point.

ANSWER C

Question No : 58 -

A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR-PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR-PC800. Which of the following is true about the PC after installing the additional RAM modules?

- A. The system only accesses the pair of 2GB RAM modules
- B. The system accesses all RAM at 100MHz
- C. The system enables ECC on all RAM modules
- D. The system will not work as all RAM has to be equal sizes

Answer : B

Question No : 59 -

A customer states that when booting up the workstation, there is a message that says no operating system detected; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

- A. Reinstall the operating system to reinstall the hardware drivers.
- B. Modify the boot.ini within the operating system.
- C. Modify the boot sequence within the UEFI.
- D. Disable the TPM chip to turn off data encryption.

ANSWER C

Question No : 60 -

Which of the following is an advantage of UDP over TCP?

- A. It is connection based.
- B. It uses flow control.

- C. It transfers packets faster.
- D. It uses connection handshakes.

ANSWER C

Question No : 61 -

Which of the following memory types is primarily used in laptops?

- A. SDRAM
- B. DDR2
- C. ECC
- D. SODIMM

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : D

Question No : 62 -

The loud clicking noise coming from a faulty hard drive is MOST likely created by:

- A. the coil reversing polarity in an endless loop.
- B. one or more bad spindle motor bearings.
- C. repeated motion of the read/write head armature parallel to the platter.
- D. the solid state read/write head scratching the platter surface.

question_answerVIEW ANSWER

SHOW COMMENTS2

ANSWER C

Question No : 63 -

A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?

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

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : B

Question No : 64 -

A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

- A. When the machine is using IPv6
- B. When the next IP range begins with 169.253

- C. When the DHCP server does not respond
- D. When the operating system is Unix or Linux

question_answerVIEW ANSWER

SHOW COMMENTS5

ANSWER C

Question No : 65 -

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

- A. NAT
- B. DMZ
- C. PAT
- D. DHCP

question_answerVIEW ANSWER

SHOW COMMENTS1

Answer : D

Question No : 66 -

Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

- A. Fitness monitor
- B. e-Reader
- C. Smartwatch
- D. Smartphone

question_answerVIEW ANSWER

SHOW COMMENTS6

Answer : A

Question No : 67 -

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A. Update drivers
- B. Reseat the video card
- C. Use OSD tools
- D. Replace the monitor

ANSWER C

Question No : 68 -

A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

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

ANSWER C

Question No : 69 -

There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

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

ANSWER C

Question No : 70 -

A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

- A. Reinstall the drive
- B. Patch the OS
- C. Upgrade the driver
- D. Flash the BIOS

Answer : D

Question No : 71 -

A network technician connects a tone generator to an RJ-45 drop. Which of the following is the MOST likely reason for doing this?

- A. To validate proper wiring of the network jack
- B. To confirm continuity of the conductors
- C. To locate the position of the cable on a patch panel
- D. To test the transmission quality of the connection

ANSWER C

Question No : 72 -

A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the users machine. Which of the following is MOST likely the cause?

- A. Incoming connections on port 445 are blocked.
- B. Outgoing connections on port 443 are blocked.
- C. Incoming connections on port 143 are blocked.
- D. Outgoing connections on port 80 are blocked.
- E. Outgoing connections on port 21 are blocked.

Answer : E

Question No : 73 -

Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

- A. Remove the laptop bezel
- B. Document and label each cable and screw location
- C. Organize the replacement parts
- D. Refer to the manufacturer's documentation

Answer : D

Question No : 74 -

Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?

- A. DVD RW
- B. CD-ROM
- C. Tape backup
- D. DVD+R DL

Answer : D

Question No : 75 -

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfere with the other networks.

Ann has provided you with the following information. Wireless Name: Library

New Router Password: SecureSI

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

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.



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




Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 3



Wireless Network Name: PatsWiFi
Security Mode: WEP
Wireless Channel: 5

Public Library





Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless: ☒

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☒

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:

Security Mode:

WEP:

Default WEP Key:


WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:

Save Settings



Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address



☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings

 **Wireless Configuration** 

Wireless Setup

Network Filter

Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings

question_answerVIEW ANSWER
SHOW COMMENTS15

Answer : Review the explanation part for exact settings.

Question No : 76 -

A network administrator has a requirement to implement a WiFi hot-spot for the public. Which of the following should be used for secure access?

- A. WEP and TKIP
- B. WPA2 and AES
- C. WPA and static IPs
- D. WPA2 and MAC filtering

Answer : B

Question No : 77 -

A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

- A. Denatured alcohol
- B. Toner vacuum
- C. Compressed air
- D. Moist towel

Answer : B

Question No : 78 -

A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

- A. The TV cable is connected to the FM/AM input.
- B. The TV tuner card does not support HD channels.
- C. The TV tuner card is not properly seated.
- D. The cable signal is too weak.

Answer : A

Question No : 79 -

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

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

Answer : B

Question No : 80 -

Which of the following is a type of fiber connector?

- A. RJ-11
- B. F-connector
- C. BNC
- D. ST

Answer : D

Question No : 81 -

Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

- A. NFC
- B. Bluetooth
- C. Hotspot
- D. Tethering

ANSWER C

Question No : 82 -

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

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

Answer : D

Question No : 83 -

A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

- A. Optical drive
- B. Capture card
- C. Thunderbolt
- D. External storage

Answer : B

Question No : 84 -

Which of the following expansion slots uses a serial connection?

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

ANSWER C

Question No : 85 -

Which of the following is an advantage of using DHCP for network addressing?

- A. Simplified configuration
- B. More addresses are available
- C. Faster connection speeds
- D. Lower latency times

Answer : A

Question No : 86 -

Which of the following ports is used for a secure browser connection for an online purchase?

- A. 23
- B. 80
- C. 110
- D. 443
- E. 3389

Answer : D

Question No : 87 -

Which of the following external ports would a technician use to connect a keyboard? (Select TWO).

- A. eSATA
- B. IEEE 1394
- C. USB
- D. PS/2
- E. VGA

ANSWER C,D

Question No : 88 -

Laura, a customer, has instructed you to configure her home office wireless access point. Laura plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. Laura requests that the default settings be changed to the following.

Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and SmartPhone can connect to the network. Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 SmartPhone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11

Instructions: Select Laura's house in the diagram to configure her wireless network. Once the wireless network tabs are configured, select the save button and then the done button to submit.

Wireless Distribution Diagram

Instructions: Select Laura's house in the diagram to configure her wireless network.

Select the save settings button and then the done button to submit your response.



Wireless Network Name: Default
Security Mode: Open
Wireless Channel: 11




Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 6



Wireless Network Name: PatsWiFi
Security Mode: WEP
Wireless Channel: 11

Laura's House





Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless:

☐

Wireless Network Name:

Default

(Also called the SSID)

Wireless Channel:

6

Disable SSID Broadcast:

☐

802.11g Only Mode:

☐

WIRELESS SECURITY MODE:

Security Mode:

Disable Wireless Security (not recommended)


Disable Wireless Security (not recommended)


Enable WEP Wireless Security (basic)

Enable WPA Wireless Security (enhanced)

Enable WPA2 Wireless Security (enhanced)

Save Settings



Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

☐ Turn MAC Filtering ON

Allow the following MAC Addresses

Allow the following MAC Addresses

Disallow the following MAC Addresses

MAC Address


☐

☐

☐

☐

Save Settings



Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings

Answer : Review the explanation images for exact settings.

Question No : 89 -

A technician receives a call that a clients PC is not booting after a recent test of the buildings back-up generators. When the technician arrives, it is discovered that, once powered on, there is no output display or POST beep codes. Furthermore, after 15 seconds, the systems fans begin running much louder and faster. Which of the following is the MOST likely issue?

- A. The motherboard was damaged by the power test.
- B. The PC's RAM was affected by ESD.
- C. The power supply was damaged and is nonfunctional.
- D. The hard drive was erased due to the power test.




Answer : A

Question No : 90

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

Show

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

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

Answer :

Question No : 91 -

A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?

- A. IPS
- B. OLED
- C. LCD
- D. DisplayPort

Answer : B

Question No : 92 -

A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

- A. MIDI
- B. USB
- C. TCP
- D. HDMI

Answer : A

Question No : 93 -

Which of the following RAM types can continue working if there is corrupt data?

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

Answer : D

Question No : 94 -

A technician has just installed a wireless access point in a customers home office. While testing the network and browsing the Internet, the technician finds that the connection is not stable, speeds are slow, and websites sometimes do not load. Which of the following should the technician do FIRST?

- A. Re-enable the broadcasting of the access point's SSID so it is visible to mobile devices.
- B. Use a WiFi analyzer to ensure neighboring networks are not using the same channel.
- C. Reconfigure network devices to use static IPs instead of DHCP-assigned addresses.
- D. Change the signal encryption from WPA2 to WEP to ease transmission overhead.

Answer : B

Question No : 95 -

A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

- A. MicroUSB
- B. Molex
- C. MiniUSB
- D. Lightning

Answer : D

Question No : 96 -

Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

- A. Wireless NIC
- B. CPU
- C. RAM
- D. Hard drive

Answer : A

Question No : 97 -

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

- A. Poor paper quality
- B. Incorrect paper size
- C. Defective duplexer
- D. Worn feed rollers

Answer : D

Question No : 98 -

Which of the following is important when replacing a power supply in a workstation located in a datacenter server rack?

- A. A fanless power supply should be used
- B. The proper voltage must be selected
- C. The unit must be the same or less wattage
- D. The power connector location must be the same

Answer : B

Question No : 99 -

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

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

Answer : D

Question No : 100 -

Joe, a user, has installed a new monitor on an existing system. Joe calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?

- A. The display resolution needs to match the native resolution.
- B. The old graphics card does not support the new monitor.
- C. The new monitor cable needs to have aluminum cores installed.
- D. The new monitor requires updated drivers to be installed.

Answer : A

Question No : 101 -

A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

- A. Fiber
- B. Coaxial
- C. CAT3
- D. CAT6

Answer : D

Question No : 102 -

The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

- A. WiFi analyzer
- B. Loopback plug
- C. Multimeter
- D. Tone generator

Answer : D

Question No : 103 -

A technician is responsible for setting up laptops in a room for a small conference. The laptops need to communicate with each other as well as a workstation in the room. The workstation has a wireless expansion card. A switch is not available for the laptops and they cannot access the corporate network. Which of the following does the technician need to implement?

- A. Adhoc network
- B. Bluetooth network
- C. Serial network
- D. USB network

Answer : A

Question No : 104 -

Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

- A. PCI Express RAID card
- B. PCI Express video card
- C. PCI Express FireWire card
- D. PCI Express LAN card

Answer : B

Question No : 105 -

When a technician is planning to replace a laptop hard drive, the technician will need to:

- A. select a drive that is the correct form factor.
- B. choose the correct drive cache size for the laptop.
- C. also upgrade the memory.
- D. verify voltage requirements. Answer : A

Question No : 106 -

A client, Joe, has reported issues with the back cover of his company-issued smartphone. Joe stated that it seems to either come off on its own, or will not seat properly on the phone. Which of the following is MOST likely the problem?

- A. The MicroSD card is not installed properly.
- B. The battery needs to be replaced.
- C. The charging port is bent.
- D. The smartphone has a non-OEM cover.

Answer : B

Question No : 107 -

Which of the following RAM types supports triple channel configurations?

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

ANSWER C

Question No : 108 -

A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

- A. Orientation
- B. Duplex
- C. Collate
- D. Economy ink

Answer : B

Question No : 109 -

Which of the following adapters converts an analog signal to a digital signal?

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

ANSWER C

Question No : 110 -

A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstations NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?

- A. A multimeter
- B. A tone generator
- C. A cable tester
- D. A punchdown tool

ANSWER C

Question No : 111 -

A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

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

Question No : 112 -

A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

- A. Disable the touch pad on the laptop
- B. Install new keyboard drivers for the laptop
- C. Install new drivers for the docking station
- D. Disable the keyboard on the laptop

Question No : 113 -

A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

- A. Move the printer to a known good port and connect to the network
- B. Replace the network cable to the printer
- C. Verify the server's print spooler service is running
- D. Attach the printer directly to the laptop and print a test page

Question No : 114 -

A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

- A. Clock speed
- B. Hyperthreading
- C. Fan speed
- D. Number of cores

Question No : 115 -

A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?

- A. Print spooler
- B. Fuser
- C. Rollers
- D. Maintenance kit

Question No : 116 -

Which of the following types of expansion slots is MOST frequently found in blade servers?

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

ANSWER C

Question No : 117 -

Which of the following is required during the installation of a digitizer?

- A. Must be connected to the Internet
- B. Must be cleaned
- C. Must have the latest software installed
- D. Must be calibrated

Answer : D

Question No : 118 -

A small ISP has hired a new technician. Joe, the new technician, is being trained to configure customers' home networks. The training instructor gives the technician a starter kit with cables, cable ends, and other network equipment and asks him to build a working network. The computer should be connected to have Internet connectivity and the phone should be connected to have dial tone. Instructions: Use the appropriate cables, cable ends, tools and equipment to configure the network and connect all components accordingly. When you have completed the simulation, please select the Done button to submit. Once the simulation is submitted, please select the Next button to continue.

STEP 1

Pair the correct cable with cable ends by dragging the connectors to both ends of the cables.
Connectors can be reused.

The interface displays three rows of cable pairs, each with a label and a connector icon. The cables are represented by colored lines and a white connector block. The connectors are shown as small icons on the right side of the interface.

- X CAB**: Red lines, red connector icon.
- Y CAB**: Brown lines, brown connector icon.
- Z CAB**: Yellow lines, yellow connector icon.

The connector panel on the right lists the following options:

- RJ11**: Small connector icon.
- RJ45**: Medium connector icon.
- F-connector**: Large connector icon.

Buttons at the bottom: **Next** and **Reset All**.

STEP 2

Use the correct tool to crimp the cable end into the cable.

?



X CAB

?

?



Y CAB

?

?

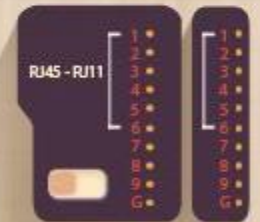


Z CAB

?

Previous

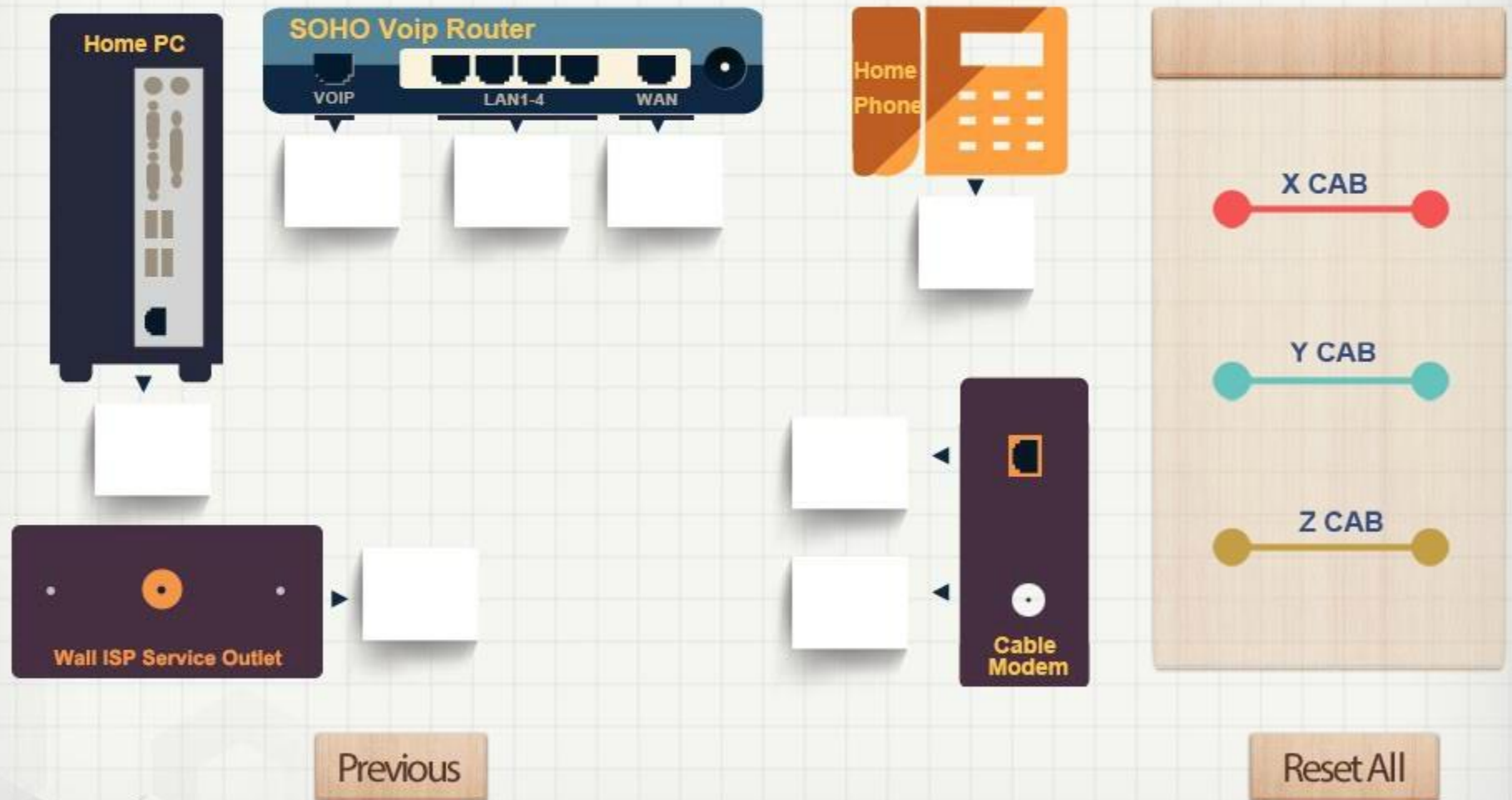
Next



Reset All

STEP 3

Now that these cables have been created, use them to connect the components to complete the simulation. Cables can be used more than once.



Answer : Please use the explanation for these steps and solution.

Question No : 119 -

Which of the following connectors can be used for video, audio, and storage devices?

- A. DVI
- B. DisplayPort
- C. HDMI
- D. Thunderbolt

Answer : D

Question No : 120 -

A user opens a service ticket for a laser printer that has paper jams. Lately, jamming has become more frequent. The technician recreates the problem and checks the printer logs for more information about the printer. Which of the following choices are MOST likely fixes to this problem? (Select TWO).

- A. Clean and inspect the laser drum assembly
- B. Clean and inspect the entire paper path
- C. Use the printer maintenance kit to replace parts
- D. Replace the paper exit assembly switch
- E. Clean and replace the paper out sensor
- F. Clean the fuser cold roller and verify fuser operation

Answer : B,C

Question No : 121 -

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

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

Answer : D

Question No : 122 -

A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

- A. Use data encryption.
- B. Use a cable lock.
- C. Use multifactor authentication.
- D. Use a strong password.

Answer : B

Question No : 123 -

A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

- A. DSL
- B. QoS
- C. VNC
- D. WAN

• Answer : B

Question No : 124 -

On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

- A. Additional power to onboard devices
- B. Additional power to PCIx peripheral cards
- C. Additional power to the South Bridge
- D. Additional power to the CPU voltage regulator

Answer : D

Question No : 125 -

A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

- A. Slow transfer speeds
- B. IP address conflict
- C. Incorrect gateway
- D. Packet collisions

Answer : B

Question No : 126 -

A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to resolve the problem?

- A. Reseat the drive cable in the array.
- B. Replace the RAID controller.
- C. Replace the faulty drive in the array.
- D. Reinstall the RAID drivers.

ANSWER C

Question No : 127 -

After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

- A. Install the correct drivers on the server.
- B. Delete and reconnect to the print queue on the client machine.
- C. Restart the print queues on the print server.
- D. Reinstall the printer drivers on the client desktops.

Answer : A

Question No : 128 -

The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

- A. The source cable is disconnected
- B. The monitor's brightness is set too low
- C. The backlighting of the monitor is faulty
- D. The monitor's contrast is set too high
- E. No device is sending source video

Answer : A,E



Question No : 141 -

A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to play high definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.

Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas

should be filled. Once the simulation is complete select the done button to submit.


Build PCs for the Family Room and Home Office


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


Family Room


Home Office


Objects


 SLI Graphics Card


 HDMI Graphics Card


 Blu-Ray Drive


 DVD Burner Drive


 4 GB Memory


 8 GB Memory


 Dual Core 64-bit 3GHz CPU


 Two 64-bit 3GHz CPUs

 Dual Monitor Display

 Large TV Display

 Card Reader

 MultiFunction Device

 Remove All

Family Room

Home Office

Drive Slot

Memory Slot

CPU Slot

Graphics Card Slot

External Display

Peripherals Slot

Family Room

Home Office

Memory Slot

CPU Slot

Graphics Card Slot

External Display

Peripherals Slot

question_answerVIEW ANSWER
SHOW COMMENTS8

Answer :

Build PCs for the Family Room and Home Office

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

Family Room

Home Office

Objects

SLI Graphics Card

HDMI Graphics Card

Blu-Ray Drive

DVD Burner Drive

4 GB Memory

8 GB Memory

Dual Core 64-bit 3GHz CPU

Two 64-bit 3GHz CPUs

Dual Monitor Display

Large TV Display

Card Reader

MultiFunction Device

Remove All

Drive Slot

Blu-Ray Drive

Memory Slot

CPU Slot

Dual Core 64-bit 3GHz CPU iB Memory

Graphics Card Slot

HDMI Graphics Card

External Display

Large TV Display

Peripherals Slot

Card Reader

Family Room

Home Office

Memory Slot

CPU Slot

Two 64-bit 3GHz CPUs

Graphics Card Slot

SLI Graphics Card

Peripherals Slot

MultiFunction Device

Question No : 142 -

An office printer that was working earlier in the day is no longer printing any documents. Pre-existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self-diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

- A. The printer's IP address has changed.
- B. The network print spooler service has been restarted.
- C. "Perform Printer Maintenance" message is displayed on the printer's LCD panel.
- D. Two or more users sent print jobs simultaneously, causing a print collision.

Answer : A

Question No : 143 -

Which of the following devices is BEST to use when designing a SOHO network to ensure the least amount of collisions?

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

Answer : A

Question No : 144 -

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

- A. Replace the printer's network cable
- B. Modify the security setting of the print spooler
- C. Restart the TCP/IP print spooler service
- D. Use the manufacturer's maintenance kit

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 145 -

A user wants to quickly share pictures between mobile devices. The devices will be in close proximity so the necessity of a third party service and/or another networking device is not required. Which of the following is the BEST option for this scenario?

- A. NFC
- B. USB
- C. IR
- D. WiFi

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : A

Question No : 146 -

A user is attempting to print a color document but it will not print in color. Which of the following should the technician do FIRST to fix the problem?

- A. Reset printer IP address.
- B. Change color toner cartridge.
- C. Check grayscale setting.
- D. Reinstall printer driver.

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 147 -

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

- A. format
- B. defrag
- C. bootrec
- D. chkdsk

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 148 -

Which of the following devices requires 12V of power from the power supply?

- A. Serial Port Card
- B. CD-ROM Drive
- C. Parallel Port
- D. Audio Jack

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 149 -

A computer technician is responding to a call about a printer that is causing streaks to appear on every printout. Which of the following is the MOST likely cause?

- A. Duplex unit
- B. Toner cartridge
- C. Imaging drum
- D. Pickup rollers

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 150 -

A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

- A. Video adapter failure
- B. Memory failure
- C. Power supply failure
- D. CPU failure

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : B

Question No : 151 -

When troubleshooting a PC that intermittently shuts off, which of the following should be monitored?

- A. Boot sequence
- B. CPU temperature
- C. SMART status
- D. TPM module

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 152 -

A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

- A. Install firmware updates
- B. Run Windows updates
- C. Perform RPM updates
- D. Use apt-get for updates

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 153 -

A user reports that the mouse is not working properly. The technician notices on the users workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

- A. Failed Operating System
- B. Faulty mouse
- C. Faulty CPU
- D. Not enough memory

question_answerVIEW ANSWER
SHOW COMMENTS5

Answer : D

Question No : 154 -

Which of the following types of device cable types are used to connect output devices such as printers and scanners?

- A. Parallel
- B. eSATA
- C. IDE
- D. PATA

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : A

Question No : 155 -

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

- A. The motherboard for any sign of swollen capacitors
- B. The disk drive to determine if it is defragmented and operating properly
- C. The embedded NIC to ensure it has the latest firmware and drivers
- D. The RAM to confirm it is the correct type for the motherboard being used

Answer : A

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Question No : 161 -

Which of the following features is an advantage of a switch over a hub?

- A. A switch routes packets instead of frames to different networks.
- B. A switch divides bandwidth among connected devices.
- C. A switch broadcasts the data frames to every connected device.
- D. A switch sends data frames to the correct connected device.

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 162 -

A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

- A. Use a USB to RJ-45 dongle
- B. Enable Bluetooth
- C. Enable NIC teaming
- D. Replace the motherboard

question_answerVIEW ANSWER
SHOW COMMENTS5

Answer : A

Question No : 163 -

Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?

- A. Use a multimeter to test voltage.
- B. Replace the laptop with a new one.
- C. Replace the battery.
- D. Connect an external display device.

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : D

Question No : 164 -

A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

- A. Wall adapter
- B. Battery
- C. Power supply
- D. Digitizer

question_answerVIEW ANSWER
SHOW COMMENTS10

Answer : A

Question No : 165 -

A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD-RW drive?

- A. TPM
- B. Virtualization
- C. Secure boot
- D. UEFI BIOS password

question_answerVIEW ANSWER
SHOW COMMENTS2

ANSWER C

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Question No : 166 -

Which of the following are factors when designing a home theater PC?

- A. Wireless NIC
- B. Audio frequency
- C. Video refresh rate
- D. Video output

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : D

Question No : 167 -

A technician has 2GB of data that needs to be backed up from a customers Windows 7 computer. Which of the following storage media should the technician use?

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

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : A

Question No : 168 -

A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity of 750MB?

- A. USB drive
- B. DVD-R
- C. Blu-Ray
- D. CD-R

question_answerVIEW ANSWER
SHOW COMMENTS7

Answer : D

Question No : 169 -

A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

- A. diskpart
- B. chkdsk

- C. format
- D. clean

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : B

Question No : 170 -

A user has received an error message when connecting to the wireless network. The error indicates the IP address being used by the users system is already in use. A DHCP server is used on the network. After having the user disconnect from the wireless network, the technician is still able to ping the users IP address. Which of the following is MOST likely the cause?

- A. The user has a statically assigned IP address in the DHCP server scope.
- B. The system's local firewall is blocking SYN/ACK traffic from the DHCP server.
- C. The DHCP servers scope has been exhausted and no additional IP addresses are available.
- D. The user is also connected to the wired network with a LAN cable.

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 171 -

A technician is asked to install Microsoft office directly on a customers computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?

- A. Mac
- B. Thick client
- C. Thin client
- D. Phablet

question_answerVIEW ANSWER
SHOW COMMENTS3

ANSWER C

Question No : 172 -

A technician is building a gaming PC for a user. The user wants to dual boot between Windows XP 32-bit and a 64-bit version of Windows 7 as some of the games require XP.

The user requests the following specifications:

64-bit i7 processor, (consisting of 6 cores @ 3.0GHz)

16 GB of RAM (consisting of two 8 GB modules)

One 200 GB SSD

RAID 1 (consisting of two 1TB SATA Drives)

Two 2 GB SLI Video Cards

Which of the following components should the technician warn the user will be reported differently depending on the operating system that is currently booted?

- A. RAID
- B. RAM
- C. Processor
- D. SSD Drive
- E. Video Card

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : B

Question No : 173 -

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

- A. 1366
- B. 1155
- C. 940
- D. LGA
- E. F

question_answerVIEW ANSWER
SHOW COMMENTS2

ANSWER C,E

Question No : 174 -

Joe, a technician, is tasked to install a new client machine. He notices the machine is not getting any network connectivity. He tests the network cable between the PC and the network jack and confirms it is good. Joe goes to the network closet and finds several network cables not connected to the switch. Which of the following tools would Joe use to determine which cable goes back to the correct network jack?

- A. Loopback plug
- B. Toner probe
- C. WiFi analyzer
- D. Punchdown tool

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : B

Question No : 175 -

A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

- A. Place server in DMZ.
- B. Change DHCP settings.
- C. Enable port forwarding.
- D. Adjust QoS settings.

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 176 -

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

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

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : A

Question No : 177 -

An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A. HTTPS
- B. IMAP
- C. TELNET

- D. SMTP

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 178 -

A user wants pages 1-5 separated from 6-8 when they are retrieved from the printer. Which of the following settings would the user change in the print job to ensure the pages are separated?

- A. Duplex
- B. Collate
- C. Orientation
- D. Quality

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 179 -

A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

- A. Scanning
- B. Collating
- C. Faxing
- D. Duplexing

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer : B

Question No : 180 -

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

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

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : D

Question No : 181 -

A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

- A. Lightning
- B. KVM switch
- C. USB 3.0
- D. Docking station

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 182 -

A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

- A. Download a different file from the website
- B. Rename the extension of the file to a known extension
- C. Verify the MD5 hash of the downloaded file
- D. Mount the file as an emulated DVD

question_answerVIEW ANSWER

SHOW COMMENTS6

Answer : D

Question No : 183 -

Which of the following expansion slots is MOST commonly used for high-end video cards?

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

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : B

Question No : 184 -

Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

- A. USB
- B. SATA
- C. DVI

- D. FireWire
- E. HDMI

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C,E

Question No : 185 -


A customer, Ann, has requested two custom PCs. one to be used for gaming and the other to be used as a virtualization workstation for her business. The gaming PC should support the latest games and gaming peripherals. The virtualization workstation should be able to host several production virtual machines as part of Ann's home business.


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


Build PCs for the Gaming PC and Virtualization Workstation


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


OBJECT


 12 GB RAM


 24 GB RAM

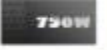
 SLI Graphic Card


 On Board Video


 Dual Monitor Display


 KVM


 1000W PSW


 750W PSW

 Liquid Cooling

 CPU Fan

 7.1 Surround Card

 External Backup Drive

 Remove All

Gaming PC

Virtualization Workstation

Power Supply

Memory Slot

Cooling

Graphics Card Slot

Peripherals Slot

External Display

Gaming PC

Power Supply

Memory Slot

Cooling

Graphics Card Slot

Peripherals Slot

External Display

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer :

Build PCs for the Gaming PC and Virtualization Workstation

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

OBJECT

12 GB RAM

24 GB RAM

SLI Graphic Card

On Board Video

Dual Monitor Display

KVM

1000W PSW

750W PSW

Liquid Cooling

CPU Fan

7.1 Surround Card

External Backup Drive

Remove All

Gaming PC

Virtualization Workstation

Power Supply

1000W PSW

Memory Slot

Cooling

12 GB RAM

Graphics Card Slot

SLI Graphic Card

External Display

Peripherals Slot

7.1 Surround Card

Dual Monitor Display

Gaming PC

Power Supply

750W PSW

Memory Slot

Cooling

On Board Video

Graphics Card Slot

On Board Video

Peripherals Slot

External Backup Drive

[view all](#)

Question No : 129 -

Place the appropriate token next to each graphic

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

100 m

< 100 m

> 1 Km

Cell Phone Headset

Passive Motion Detector

WAP

question_answerVIEW ANSWER

Answer :

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

100 m

< 100 m

> 1 Km

Cell Phone Headset

Passive Motion Detector

WAP

Question No : 130 -

After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the MOST likely reason?

- A. The network cable is disconnected
- B. The PS/2 connectors are switched
- C. The USB connectors are switched
- D. The hard drive is unplugged

question_answerVIEW ANSWER
SHOW COMMENTS6

Answer : B

Question No : 131 -

A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

- A. Collate
- B. Duplex
- C. Fast draft
- D. Paper type

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 132 -

A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message Operating system not found. Which of the following is the FIRST thing the technician should inspect?

- A. The hard drive type settings in the BIOS
- B. The power supply connections to the hard drives
- C. The boot sequence settings in the BIOS
- D. The motherboard SATA connectors

question_answerVIEW ANSWER
SHOW COMMENTS5

ANSWER C

Question No : 133 -

Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

- A. The operating system must be upgraded to Windows Ultimate.
- B. Flash the system's motherboard CMOS.
- C. Upgrade to the latest Windows Media Player.
- D. Install the manufacturer's drivers for the OS.

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : D

Question No : 134 -

A clients computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

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

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer : B

Question No : 135 -

A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

- A. Multi-window
- B. Air view
- C. Air browse
- D. Screen mirroring

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

(Page 28 out of 51)
Showing 5 of 254 Questions
Exam Version: 7.0

Question No : 136 -

Which of the following should a technician do NEXT after reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 137 -

A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?

- A. Change the boot sequence
- B. Switch the BIOS to UEFI
- C. Defragment the hard drive
- D. Enable virtualization

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 138 -

A video projector shows the image from a laptop, but everything is colored blue. Which of the following is the MOST likely the cause?

- A. Dead pixels
- B. Video resolution
- C. Failing lamp
- D. VGA connection

question_answerVIEW ANSWER
SHOW COMMENTS3

Question No : 139 -

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the systems BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

- A. The boot CD has failed and needs to be replaced.

- B. The hard drive needs to have its configuration manually defined in the BIOS.
- C. The PC's power supply is not providing enough power to the new hard drive.
- D. The hard drive has not been partitioned correctly.

question_answerVIEW ANSWER

SHOW COMMENTS3

Answer : D

Question No : 140 -

DVI

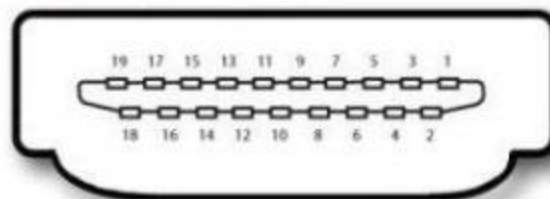
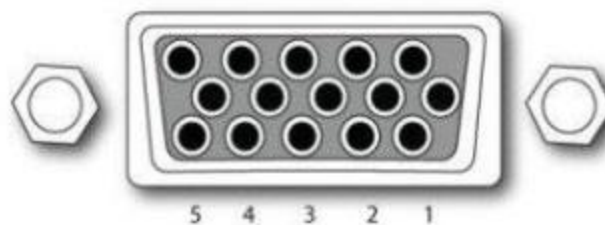
HDMI

Composite

S-video

VGA

Serial



question_answerVIEW ANSWER
SHOW COMMENTS7

Answer :

DVI

HDMI

Composite

S-video

VGA

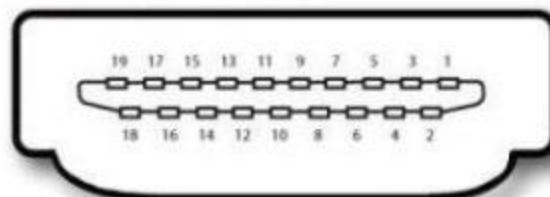
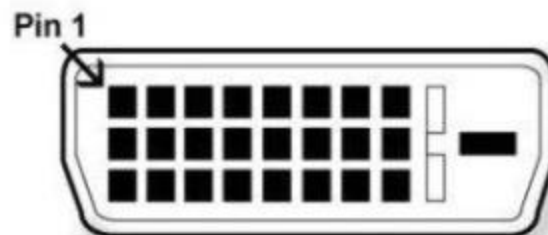
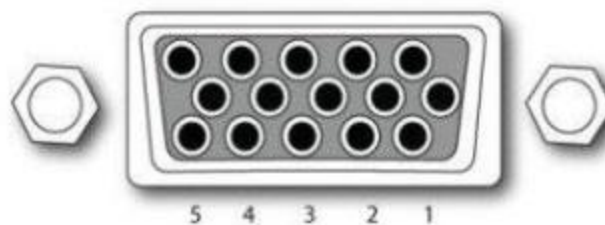
Serial

VGA

DVI

HDMI

S-video



Question No : 186 -

Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

- A. DHCP
- B. IPv6
- C. DMZ
- D. SSID

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer : D

Question No : 187 -

A laptop logon screen can barely be seen, despite adjusting the displays brightness setting. Which of the following display components is defective?

- A. Backlight
- B. Digitizer
- C. Inverter
- D. Polarizer

question_answerVIEW ANSWER
SHOW COMMENTS5

Answer : A

Question No : 188 -

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 189 -

A user notices the printer that is used for printing global shippers labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

- A. Remove any stuck labels from the paper path
- B. Clean the pickup rollers and check them for wear
- C. Clean the print head with approved materials
- D. Replace and realign the print head

question_answerVIEW ANSWER
SHOW COMMENTS3

ANSWER C

Question No : 190 -

Which of the following types of media connectors carries digital video as well as audio?

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

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

(Page 41 out of 51)
Showing 5 of 254 Questions
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Question No : 201 -

A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

- A. Triple channel memory
- B. MIDI sound card
- C. Socket 1156 motherboard
- D. Onboard graphics
- E. Socket 1366 CPU

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : A,E

Question No : 202 -

Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

- A. HDMI Video
- B. Lightning
- C. USB 2.0
- D. Thunderbolt

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer : D

Question No : 203 -

Which of the following is a public IP address?

- A. 10.45.xxx.xxx
- B. 169.254.xxx.xxx
- C. 173.16.xxx.xxx
- D. 192.168.xxx.xxx

question_answerVIEW ANSWER
SHOW COMMENTS9

ANSWER C

Question No : 204 -

Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

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

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 205 -

A technician is tasked with finding and labeling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?

- A. Ethernet cable tester
- B. Tone generator and probe
- C. RJ-45 loopback plug
- D. Patch panel punchdown tool

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

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- B. MIDI sound card
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- D. Onboard graphics
- E. Socket 1366 CPU

question_answerVIEW ANSWER
SHOW COMMENTS2

Answer : A,E

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question_answerVIEW ANSWER
SHOW COMMENTS1

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question_answerVIEW ANSWER
SHOW COMMENTS9

ANSWER C

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question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

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- C. RJ-45 loopback plug
- D. Patch panel punchdown tool

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 206 -

Which of the following Internet connection types is known to have a significantly higher latency than the others?

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

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 207 -

Which of the following Internet connection types is a digital form that runs over standard telephone wiring?

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

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : D

Question No : 208 -

A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

- A. 22
- B. 443
- C. 3389
- D. 8080

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 209 -

A technician finds an external hard drive with the markings IEEE 1394 on it. Which of the following cable types would be needed to view the contents of this drive?

- A. Ethernet
- B. eSATA
- C. FireWire
- D. MicroUSB

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

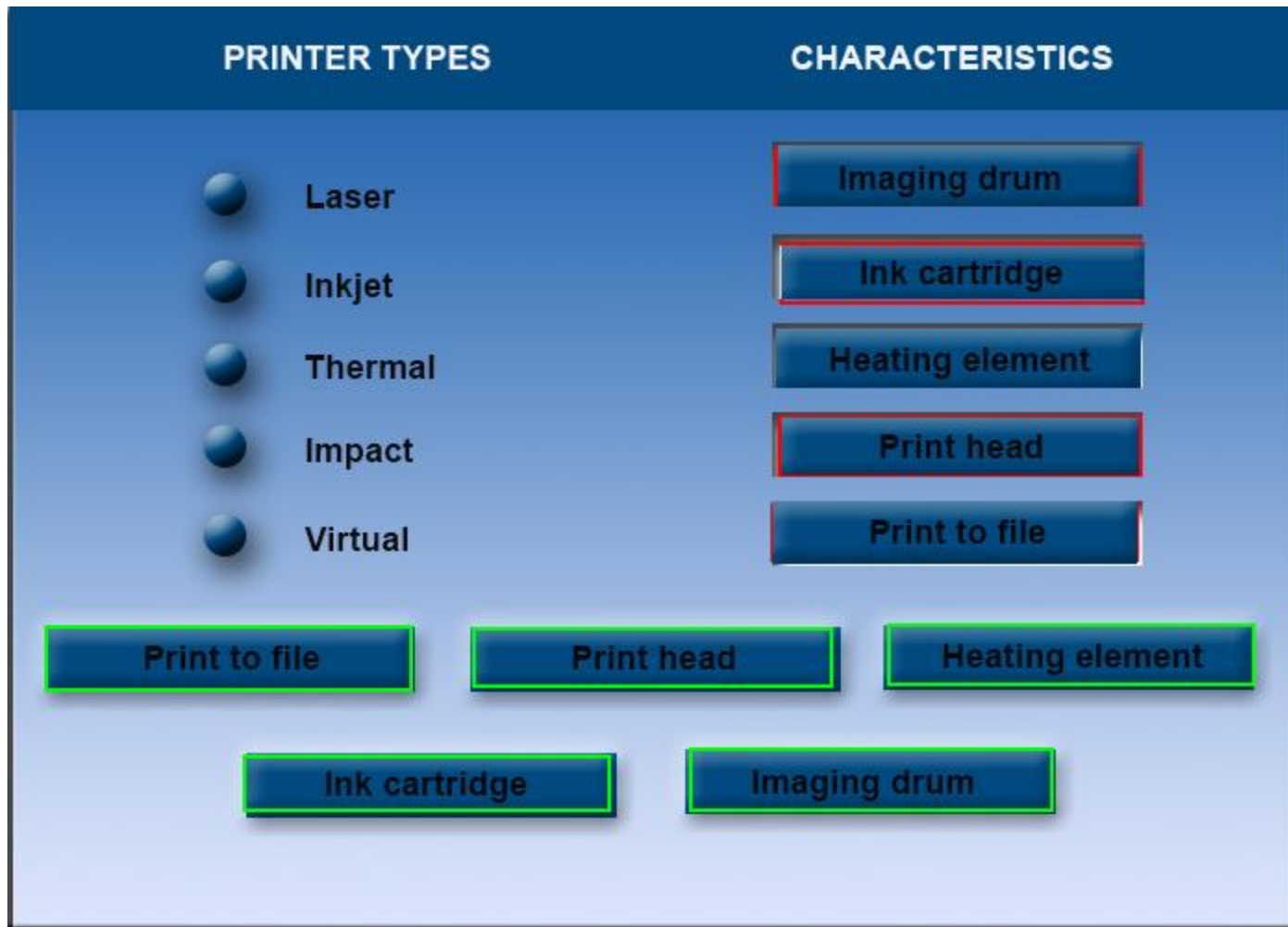
Question No : 210 -

Drag and drop the characteristics to the correct printer types. Options may be used once.

PRINTER TYPES	CHARACTERISTICS	
<input type="radio"/> Laser	<input type="text"/>	
<input type="radio"/> Inkjet	<input type="text"/>	
<input type="radio"/> Thermal	<input type="text"/>	
<input type="radio"/> Impact	<input type="text"/>	
<input type="radio"/> Virtual	<input type="text"/>	
<input type="button" value="Print to file"/>	<input type="button" value="Print head"/>	<input type="button" value="Heating element"/>
<input type="button" value="Ink cartridge"/>	<input type="button" value="Imaging drum"/>	

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer :



Question No : 191 -

Which of the following are the BEST features to include in a Home Theater PC? (Select TWO).

- A. Liquid Cooling
- B. VGA Output

- C. Dual Monitors
- D. Digital Audio
- E. HDMI Output
- F. NFC Capability

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D,E

Question No : 192 -

Which of the following would allow for multiple computers to share a display and input devices?

- A. AGP video adapter
- B. KVM switch
- C. Portable TDR
- D. PCI video adapter

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 193 -

Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.

Question No : 216 -

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

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

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : A

Question No : 217 -

Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

- A. Replace the failed drives and restore the data from backup to the RAID.
- B. Replace one of the failed drives and run the RAID repair.
- C. Replace the failed drives and format the RAID using the quick option.
- D. Replace one of the failed drives and repair the RAID using system utilities.

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : A

Question No : 218 -

Wearable fitness tracking devices use which of the following technologies to determine user activity levels?

- A. Digitizer
- B. Gyroscope
- C. Accelerometer
- D. Inverter

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 219 -

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customers smartphone?

- A. RFID
- B. IMSI
- C. NFC chip
- D. Bluetooth

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 220 -

A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

- A. Install the memory in the four white slots
- B. Install the memory in the four blue slots
- C. Consult the motherboard documentation
- D. Install the memory in slots 0 through 3
- E. Fill all slots with memory

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 221 -

Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

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

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 222 -

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

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

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 223 -

A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

- A. Configure the router for DHCP.
- B. Configure the router for NAT.
- C. Configure the router for port forwarding.
- D. Configure the router for QoS.

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 224 -

Which of the following MUST be configured when trying to start a machine with a DVD?

- A. TPM
- B. Virtualization support
- C. BIOS security
- D. Boot order

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 225 -

A user is notified of file system errors on an external hard drive. Which of the following tools can be used to repair common errors on the drive?

- A. chkdsk
- B. diskpart
- C. format
- D. sfc

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 226 -

Which of the following components is responsible for converting light into digital information?

- A. Microphone
- B. Digitizer
- C. Inverter
- D. Webcam

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : D

Question No : 227 -

A technician is building a workstation that is to be used as an HTPC and will sit next to the audio receiver. Which of the following form factors would the technician MOST likely use because of its size?

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

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 228 -

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

- A. a failing backlight.
- B. burn in.
- C. a bad inverter.
- D. dead pixels.
- E. EMI.

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : B

Question No : 229 -

Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

- A. Two 500 GB SATA2 hard drives used in a JBOD array
- B. Two 500 GB SATA2 hard drives in a hardware RAID 0
- C. Two 500 GB SATA2 hard drives in a hardware RAID 1
- D. Two 500 GB SATA2 hard drives in a software RAID 0

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : B

Question No : 230 -

A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they

display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?

- A. 4:3
- B. 5:4
- C. 16:9
- D. 256:135

question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Question No : 231 -

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A. Install the latest drivers from the hardware vendor.
- B. Perform a scan of the drive for file fragmentation.
- C. Run chkdsk on the workstation's hard drive.
- D. Reformat the drive and reinstall the OS.

question_answerVIEW ANSWER
SHOW COMMENTS4

Answer : B

Question No : 232 -

A technician is tasked with improving the speed at which a system boots and loads applications as well as improving data availability. Which of the following should the technician implement?

- A. Upgrade external storage to USB 3.0
- B. Upgrade non RAID hard drives to SSD
- C. Configure software RAID 5
- D. Install additional eSATA drives

question_answerVIEW ANSWER

SHOW COMMENTS3

ANSWER C

Question No : 233 -

A user has requested a device that could be used for web-conferences while away from work. The device will mainly be used for emailing, document reviewing, and phone calls. Which of the following mobile devices would a technician MOST likely recommend?

- A. Tablet
- B. Smart camera
- C. Phablet
- D. Web camera

question_answerVIEW ANSWER

SHOW COMMENTS1

ANSWER C

Question No : 234 -

A technician is working on a laptop with a failed Ethernet port caused by ESD. Which of the following is the simplest solution to restore network connectivity?

- A. Re-solder the network connector

- B. Replace the Ethernet daughter board
- C. Update the Ethernet driver
- D. Enable wireless and connect to the WAP

question_answerVIEW ANSWER

SHOW COMMENTS4

Answer : D

Question No : 235 -

A technician cannot communicate with one particular IP address and needs to narrow down where the traffic is stopping. Which of the following commands would be used to determine this?

- A. nslookup
- B. ipconfig
- C. nbtstat
- D. ping
- E. tracert

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : E

Question No : 236 -

A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

- A. BNC

- B. LC
- C. ST
- D. F

question_answerVIEW ANSWER
SHOW COMMENTS5

ANSWER C

Question No : 237 -

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A. Controller firmware
- B. Power requirements
- C. File system type
- D. System BIOS

question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

Question No : 238 -

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

Components

250W ATX

250 GB HDD

Quad-Core 3 GHz Phenom II

256 GB SSD

1 TB HDD

2 GB DDR3

Integrated Video

8 GB DDR3

800W Full ATX

Dual-Core 3 GHz i5

Win7 32 Pro

Dual-Core 2 GHz i3

250W HTPC

Dual 1 GB GDDR5 w/HDMI

Advanced Case Cooling

TV Tuner

6 GB DDR3

1 GB GDDR5 w/HDMI

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

Clear All

SHOW COMMENTS¹

Answer :

Components

250W ATX

250 GB HDD

Quad-Core 3 GHz Phenom II

256 GB SSD

1 TB HDD

2 GB DDR3

Integrated Video

8 GB DDR3

800W Full ATX

Dual-Core 3 GHz i5

Win7 32 Pro

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Advanced Case Cooling

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

Clear All

Which of the following devices would provide protection for electronic equipment in an area prone to intermittent, unstable power?

- A. Power strip
- B. Surge suppressor
- C. Uninterruptible power supply
- D. Line conditioner

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 240 -

An IT manager needs to install a large display in a front office area with a lot of natural light. Which of the following display technologies will BEST satisfy the requirements of the design plan?

- A. CRT
- B. CCFL LCD
- C. IPS LCD
- D. LED LCD

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : D

Question No : 241 -

Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

- A. IMAP
- B. SMB

- C. SSH
- D. RDP

question_answerVIEW ANSWER
SHOW COMMENTS1

Answer : B

Question No : 242 -

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

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

question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : A

Question No : 243 -

A technician has connected a laptop to a television via HDMI cable. The entire display cannot be seen on the television. Which of the following settings should the technician modify?

- A. Keystone
- B. Resolution
- C. Privacy filter
- D. Frame rate

question_answerVIEW ANSWER

SHOW COMMENTS6

Answer : B

Question No : 244 -

A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

- A. High-end video, high-end audio, multicore processor
- B. Minimum RAM required, network connectivity, high-end cooling
- C. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
- D. Network connectivity, TV tuner, surround sound audio, dual monitors

question_answerVIEW ANSWER

SHOW COMMENTS0

Answer : A

Question No : 245 -

A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

- A. The printer needs a maintenance kit installed
- B. The network cable on the printer is unplugged
- C. The workstation has the incorrect drivers installed
- D. The employee does not have the proper permissions

question_answerVIEW ANSWER

SHOW COMMENTS0

ANSWER C

Question No : 241 -

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question_answerVIEW ANSWER
SHOW COMMENTS1

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question_answerVIEW ANSWER
SHOW COMMENTS3

Answer : A

Question No : 243 -

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- A. Keystone
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question_answerVIEW ANSWER
SHOW COMMENTS6

Answer : B

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question_answerVIEW ANSWER
SHOW COMMENTS0

Answer : A

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question_answerVIEW ANSWER
SHOW COMMENTS0

ANSWER C

Wireless Standard	MAX Speed	
802.11a	<input type="text"/>	11Mbps
802.11b	<input type="text"/>	45Mbps
802.11g	<input type="text"/>	54Mbps
802.11n	<input type="text"/>	110Mbps
		180Mbps
		600Mbps
		1200Mbps

question_answerVIEW ANSWER
SHOW COMMENTS7

Answer :

Wireless Standard	MAX Speed	
		11Mbps
802.11a	54Mbps	45Mbps
		54Mbps
802.11b	110Mbps	110Mbps
		180Mbps
802.11g	54Mbps	
		600Mbps
802.11n	600Mbps	1200Mbps

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A. Adjust the mouse settings so the mouse moves slower
- B. Reverse the buttons on the mouse pad
- C. Adjust the mouse settings so the mouse moves faster
- D. Use the function keys to disable the mouse pad

question_answerVIEW ANSWER

SHOW COMMENTS3

Answer : D

Question No : 195 -

A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

- A. Update the BIOS for compatibility.
- B. Put on an ESD strap.
- C. Use an anti-static bag to hold the RAM while installing.
- D. Clean out the PC with compressed air.

question_answerVIEW ANSWER

SHOW COMMENTS3

Answer : B