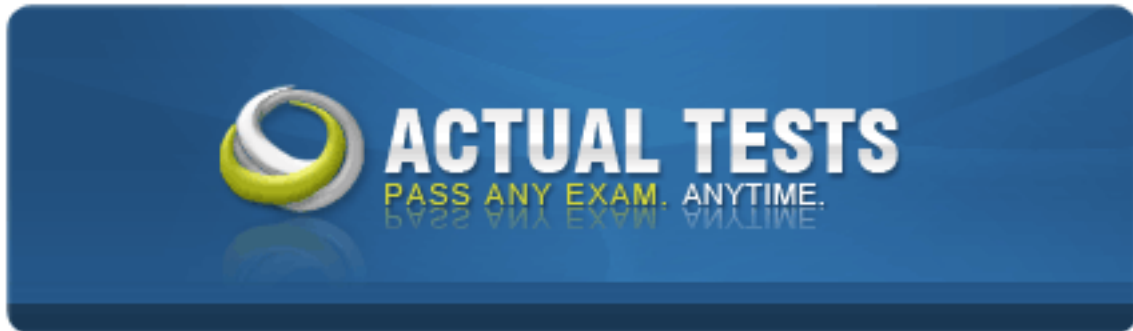


CompTIA 220-701



A+ Essentials
Practice Test
Version: 8.0

QUESTION NO: 1

A user states that their laptop is suddenly not receiving any wireless signals, yet other users are. Which of the following is the MOST likely cause?

- A. The wireless communication switch has been turned off.
- B. The laptop has entered sleep mode.
- C. The drivers for the wireless card have become corrupted.
- D. The wireless antenna has become disconnected.

Answer: A

QUESTION NO: 2

Which of the following connectors has only two pairs of wires?

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

Answer: C

QUESTION NO: 3

Which of the following is the definition of plenum-rated cable?

- A. Cabling that has a special coating to protect from electronic eavesdropping.
- B. Cabling that has extra shielding to reduce EMI.
- C. Cabling that can be used for twice the normal maximum distance.
- D. Cabling that can be used within a dropped ceiling.

Answer: D

QUESTION NO: 4

Which of the following are the output voltages of an ATX power supply? (Select TWO).

- A. 5V
- B. 9V
- C. 12V
- D. 15V
- E. 24 V

Answer: A,C

QUESTION NO: 5

The FASTEST cache in a computer is:

- A. L1.
- B. L2.
- C. L3.
- D. L4.

Answer: A

QUESTION NO: 6

Which of the following voltages does the ATX power supply provide? (Select TWO).

- A. 3.3v
- B. 5v
- C. -5v
- D. 15v
- E. -15v

Answer: A,B

QUESTION NO: 7

Which of the following is BEST practice when installing a new hardware device in a Windows OS?

- A. Uninstall all unused drivers.
- B. Use the oldest most tested release of the driver.
- C. Upgrade the BIOS after the install.
- D. Use a digitally signed driver.

Answer: D

QUESTION NO: 8

EEE1394b is capable of transfer rates of up to:

- A. 12Mbps.
- B. 400Mbps.
- C. 480Mbps.

D. 800Mbps.

Answer: D

QUESTION NO: 9

Which of the following is a limitation of satellite broadband?

- A. The speed is capped by ISO regulations
- B. Requires line of sight
- C. Cannot be used in remote locations
- D. it is a receive only transmission

Answer: D

QUESTION NO: 10

Which of the following ports is associated with POP3?

- A. 20
- B. 23
- C. 25
- D. 110

Answer: D

QUESTION NO: 11

Which of these is the BEST example of a strong password?

- A. e\$a7M5l
- B. Globall
- C. 123454321
- D. Library*

Answer: A

QUESTION NO: 12

A user reports that their CRT monitor is discolored in one corner. When a technician receives the unit, they are unable to reproduce the error. The technician returns the PC and the problem persists. Which of the following categories would this symptom fall under?

- A. Permanent
- B. Environmental
- C. Universal
- D. Transient

Answer: B

QUESTION NO: 13

802.11b has the potential to support up to:

- A. 11Mbps.
- B. 50Mbps.
- C. 54Mbps.
- D. 100Mbps.

Answer: A

QUESTION NO: 14

Which of the following is used to list all of the hops from a starting point to a final destination?

- A. tracer
- B. ipconfig
- C. netsh
- D. netstat

Answer: A

QUESTION NO: 15

Which of the following configurations would BEST allow sensitive data to be stored on the same hard drive as the operating system, while protecting the data from the operating system related issues?

- A. Partition the drive into two physical drives making C: the OS and D: the data.
- B. Encrypt the sensitive data so that it cannot be read without a key.
- C. Partition the drive into two logical drives, making C: the OS and D: the data.
- D. Hide the sensitive data from casual view using folder Properties - Attributes.

Answer: C

QUESTION NO: 16

Which of the following ports is used for telnet, by default?

- A. Port 21
- B. Port 23
- C. Port 25
- D. Port 110

Answer: B

QUESTION NO: 17

All of the following can be plugged into a UPS EXCEPT:

- A. docking station
- B. laser printer
- C. laptop
- D. router

Answer: B

QUESTION NO: 18

Which of the following can be disabled to help prevent access to a wireless network?

- A. SSID broadcast
- B. MAC filtering
- C. WEP key
- D. WPA passphrase

Answer: A

QUESTION NO: 19

Which of the following commands is used to troubleshoot problems with DirectX that is currently installed on the system?

- A. msinfo32
- B. msconfig
- C. dxdiag
- D. cmd

Answer: C

QUESTION NO: 20

Which of the following BEST describes the purpose of placing special rubber mats on the floor and tables where technicians repair machines?

- A. EMI prevention
- B. MSDS
- C. RFI prevention
- D. ESD preventior

Answer: D

QUESTION NO: 21

A technician is called to a school lab to fix a computer. The computer worked fine the day before, but now does not power on. The computer is plugged into a power strip with another computer. The other computer works fine. Which of the following could be the problem? (Select TWO).

- A. The power strip is overloaded.
- B. The monitor is unplugged.
- C. The power cable is unplugged from the computer.
- D. The power strip is unplugged.
- E. The voltage switch on the computer is set incorrectly.

Answer: A,E

QUESTION NO: 22

Which of the following maintenance utilities is used to remove no longer needed files or temporary files that were installed during a program installation?

- A. CHKDSK
- B. DEFRAG
- C. SCANDISK
- D. Disk Cleanup

Answer: D

QUESTION NO: 23

A customer states their computer was fine until yesterday when they heard a pop noise and the computer stopped working. Which of the following components should the technician test FIRST?

- A. Main system board

- B. Processor
- C. Hard disk drive
- D. Power supply

Answer: D

QUESTION NO: 24

Which of the following is a solution to switch between an internal and external display on a laptop?

- A. Change the setting in the BIOS.
- B. Disable the internal monitor in the device manager.
- C. Toggle using Fn keys.
- D. Hold the cutoff switch down

Answer: C

QUESTION NO: 25

Which of the following connector types are typically used on LCD displays? (Select TWO).

- A. XGA
- B. Bluetooth
- C. CGA
- D. DVI
- E. VGA

Answer: D,E

QUESTION NO: 26

A user wants their computer to automatically receive updates from Microsoft; however, they do not want the updates to interfere while they are working. Which of the following should be selected to BEST meet the user's needs?

- A. Set automatic updates to download only.
- B. Turn on Automatic Updates.
- C. Turn off the firewall.
- D. Set automatic updates to download and install.

Answer: D

QUESTION NO: 27

Which of the following needs to happen after connecting a new device to a computer?

- A. Configure device settings
- B. Update the OS
- C. Reboot the computer
- D. Install the device driver

Answer: D

QUESTION NO: 28

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

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

Answer: D

QUESTION NO: 29

Which of the following BEST describes a network of computers inside a house that communicate with each other but not with computers outside of the house?

- A. WAN
- B. VPN
- C. LAN
- D. VLAN

Answer: C

QUESTION NO: 30

Which of the following BEST describes single data rate memory?

- A. The memory will only operate at a single rate.
- B. It is rated for use on single processor computers only.
- C. It operates on a single piece of data at a time.
- D. It transfers data at the same rate as the system bus.

Answer: C

QUESTION NO: 31

Which of the following computer infections allows several computers to launch attacks against a network?

- A. Spyware
- B. Botnet
- C. Spam
- D. Adware

Answer: B

QUESTION NO: 32

A technician needs to test connectivity to a particular host. Which of the following commands would MOST likely be used?

- A. telnet
- B. netstat
- C. ipconfig
- D. ping

Answer: D

QUESTION NO: 33

Which of the following needs to be configured on a Windows Vista machine to allow for ports 21 and 25 to function properly?

- A. Anti-spyware protector
- B. Firewall
- C. UAC
- D. Antivirus protection

Answer: B

QUESTION NO: 34

Which of the following BEST describes the North Bridge change that occurred with the introduction of AMD Athlon 64?

- A. Upstream communication to the North Bridge was enhanced.
- B. Multiple pipelines were provided doubling the bus rate.
- C. Downstream communication to the North Bridge was enhanced.

D. The memory controller is onboard the processor chip

Answer: D

QUESTION NO: 35

Which of the following uses 2.4GHz and has data transfer speeds up to 11Mbps?

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

Answer: B

QUESTION NO: 36

A user reports that none of their documents are printing. The user sent ten different documents over a span of an hour. Which of the following should the technician check FIRST?

- A. If the printer needs a firmware upgrade to print multiple documents at once
- B. If the print spooler service needs to be configured for multi-page printing.
- C. If the printer needs a memory upgrade to print multiple documents at once
- D. If the printer needs the queue cleared

Answer: D

QUESTION NO: 37

A technician arrives at a customer's location and identifies a problem. Which of the following troubleshooting steps is NEXT?

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

Answer: A

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root

cause analysis.

3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 38

Which of the following wireless standards offers transfer rates of over 54Mb/s?

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

Answer: B

QUESTION NO: 39

Which of the following commands is used to obtain an IP address from the DHCP server?

- A. ipconfig/renew
- B. ping-t
- C. nslookup
- D. msconfig

Answer: A

QUESTION NO: 40

Which of the following is MOST likely used for archiving large amounts of data?

- A. FDD
- B. CD-RW
- C. Thumb drive
- D. Tape

Answer: D

QUESTION NO: 41

A technician has been asked to install a PATA optical drive. Which of the following below is necessary for the installation?

- A. CD extensions must be installed.
- B. Verify jumpers are set correctly.
- C. Plug and play must be used for the install.
- D. CD application software must be installed

Answer: B

QUESTION NO: 42

A Windows XP system just experienced a bluescreen error and has automatically rebooted into the normal desktop. Which of the following would be the FIRST place to check for specifics regarding the error?

- A. Help and Support
- B. Event Viewer
- C. System Information
- D. Services Console

Answer: B

QUESTION NO: 43

Which of the following commands will display the current IP address?

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

Answer: D

QUESTION NO: 44

A user calls the helpdesk to report that their computer has crashed and that a document has been lost. The user is yelling and blaming the technician. Which of the following is the proper way for the technician to respond?

- A. Hang up the phone
- B. Ask if the user needs assistance

- C. Respond with a collective and calm voice
- D. Transfer the call to another technician

Answer: C

QUESTION NO: 45

Which of the following processors uses a pin array cartridge?

- A. Athlon XP
- B. Itanium
- C. Xeon
- D. Pentium 4

Answer: B

QUESTION NO: 46

A user would like to upgrade their sound card. Which of the following slots would allow the BEST performance? (Select TWO).

- A. PCI
- B. SCSI
- C. PCIe
- D. ISA
- E. AGP

Answer: A,C

QUESTION NO: 47

Which of the following would indicate a lack of thermal compound in a computer system?

- A. A low RPM reading from the case fan
- B. A high temperature reading from the hard drive
- C. A rattling noise from the case fan
- D. A high temperature reading from the CPU

Answer: D

QUESTION NO: 48

Which of the following would MOST likely be used to offer a high level of security on a wireless

network?

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

Answer: A

QUESTION NO: 49

During which of the following steps in the troubleshooting theory would a user be questioned about changes to the system?

- A. Verify full system functionality
- B. Identify the problem
- C. Test the theory to determine cause
- D. Establish a plan of action

Answer: B

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 50

A customer reports that after connecting a laptop to a projector they can see their presentation on the laptop but not on the projector screen. Which of the following should the customer perform?

- A. Use the function + f8 key to toggle between screens.
- B. Use the function + f10 key to toggle between screens
- C. Use alt + tab to toggle between screens.

D. Reboot the laptop to toggle image between screens

Answer: A

QUESTION NO: 51

A technician upgrades a user's laptop to Windows Vista. If the user changes any system properties, a confirmation dialog appears and the screen dims. Which of the following is MOST likely the cause of these confirmation pop-ups?

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

Answer: C

QUESTION NO: 52

Which of the following is the MINIMUM available hard drive space requirement for installing Windows XP Professional?

- A. 1GB
- B. 1.5GB
- C. 2GB
- D. 2.5 GB

Answer: B

QUESTION NO: 53

Which of the following memory modules could be installed if the system workstation requirements called for PC2700 DDR DIMMS?

- A. PC2100
- B. PC133
- C. DDR3-1600
- D. PC3200

Answer: D

QUESTION NO: 54

Which of the following printers would MOST likely be used for multipart forms?

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

Answer: D

QUESTION NO: 55

Which of the following is the maximum transfer speed that can be achieved on SATA interface?

- A. 150Mbps
- B. 300Mbps
- C. 400Mbps
- D. 800Mbps

Answer: B

QUESTION NO: 56

Which of the following is a reason why a technician would install a new Windows XP Pro installation with a FAT32 file structure?

- A. To support dynamic disks
- B. To allow RAID support
- C. Support for file encryption
- D. Legacy support for older systems

Answer: D

QUESTION NO: 57

Which of the following is used to list all of the hops from a starting point to a final destination?

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

Answer: A

QUESTION NO: 58

A technician wants to find out if a computer is still under warranty, but the customer does not have

the warranty information that shipped with the computer. Which of the following websites can the technician use to find the warranty information?

- A. Microsoft Knowledge Base
- B. OEM
- C. Online Forum
- D. Social Networking

Answer: B

QUESTION NO: 59

How many concurrent connections can a Windows XP computer have established at any given time?

- A. 5
- B. 10
- C. 15
- D. 20

Answer: D

QUESTION NO: 60

Which of the following steps in the troubleshooting process should be performed when the cause cannot be confirmed?

- A. Establish a plan of action
- B. Document findings
- C. Re-establish new theory
- D. Identify the problem

Answer: B

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative

measures.

6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 61

Which of the following BEST describes the differences between a switch and a router?

- A. A router broadcasts all data packets that are sent on the network, and a switch transmits data directly to the device
- B. A switch interconnects one or more networks, where a router interconnects devices on a network.
- C. A switch interconnects devices on the same network to be able to communicate, where a router interconnects one more networks.
- D. A switch broadcasts all data packets that are sent on the network, and a router transmits data directly to the device

Answer: C

QUESTION NO: 62

Which of the following should be done FIRST after the initial installation of a Windows operating system?

- A. Hardware firmware updates
- B. BIOS updates
- C. Operating system updates
- D. User group permissions

Answer: C

QUESTION NO: 63

Which of the following commands is used to bring up the interface to permanently remove keys and entries on a computer system running Windows XP Professional?

- A. regedit
- B. dxdiag
- C. msinfo32
- D. msconfig

Answer: A

QUESTION NO: 64

Which of the following Windows Vista versions comes with an application to create HD movies?

- A. Windows Vista Ultimate
- B. Windows Vista Home Premium
- C. Windows Vista Basic
- D. Windows Vista Business

Answer: A

QUESTION NO: 65

Which of the following device types would BEST describe a microphone?

- A. KVM
- B. Multimedia
- C. Biometric
- D. Touch

Answer: B

QUESTION NO: 66

A workstation is not functioning properly. Which of the following is the FIRST action a technician should take?

- A. Verify system functionality
- B. Establish a plan
- C. Interview the user
- D. Establish a theory

Answer: C

QUESTION NO: 67

Which of the following technologies suffers from shortened life due primarily to excessive reads and writes?

- A. DLT
- B. SSD
- C. SATA
- D. SCSI

Answer: C

QUESTION NO: 68

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

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

Answer: D

QUESTION NO: 69

Which of the following is a hot plug device for a laptop? (Select TWO).

- A. SDRAM
- B. Express card
- C. Mini-PCI card
- D. PCMCIA card
- E. Video card

Answer: C,D

QUESTION NO: 70

Which of the following can be used to make a wireless connection between two computers?

- A. Peer-to-Peer
- B. Ad-hoc mode
- C. FTP
- D. Ethernet

Answer: B

QUESTION NO: 71

Which of the following protocols makes a wireless network secure?

- A. SFTP

- B. WAP
- C. WPA
- D. HTTPS

Answer: C

QUESTION NO: 72

A technician has just completed a processor swap for a rebuilt PC. After the PC is reassembled and powered on it starts momentarily and immediately shuts off during POST. Which of the following is MOST likely the issue?

- A. The case fan was not connected and the processor overheated.
- B. The heatsink is loose and the processor overheated.
- C. The liquid cooling system is defective and the processor overheated.
- D. The thermal compound was not applied and the processor overheated

Answer: B

QUESTION NO: 73

Which of the following would a technician enable on a router to allow specific devices to connect to the Internet?

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

Answer: B

QUESTION NO: 74

An unidentified person gains access to an office workplace, posing as a new IT staff member. The unidentified person tries to obtain passwords through conversation with other administrators. Which of the following security breaches is occurring?

- A. Social engineering
- B. Brute force cracking
- C. Biometric attack
- D. Phishing

Answer: A

QUESTION NO: 75

After a power surge, a computer will not boot. Which of the following is the BEST place to start troubleshooting the issue?

- A. Replace with a known good bootable hard drive and attempt to boot.
- B. Replace with a known good power supply and attempt to boot.
- C. Replace with known good RAM and attempt to boot.
- D. Check the power connectors on the hard drive

Answer: D

QUESTION NO: 76

A laptop needs a new card reader installed in order to provide the ability to access CF and SD media. Which of the following ports, found on laptops, would be used to install the upgrade?

- A. DVIport
- B. Parallel port
- C. Mini-PCI port
- D. PCMCIA port

Answer: D

QUESTION NO: 77

A user purchases a new laptop. The old laptop used a PCMCIA wireless adapter to connect to the Internet. When the user attempts to install the PCMCIA card into the new machine they find the slot is too small. Which of the following is MOST likely the expansion slot type?

- A. Express bus
- B. eSATA
- C. Mini PCI
- D. IEEE 1394

Answer: C

QUESTION NO: 78

Which of the following actions should a technician take to prevent a computer from rebooting after a system failure?

- A. Change the startup options in System Configuration Utility.
- B. Uncheck automatically restart in the startup and recovery option

- C. Change logging options in the startup and recovery option.
- D. Disable ACPI in Device Manager

Answer: B

QUESTION NO: 79

Which of the following is the MOST secure encryption technology that Windows Vista can use?

- A. Windows BitLocker
- B. Windows Firewall
- C. Windows Defender
- D. Windows EFS

Answer: A

QUESTION NO: 80

Which of the following connector types is used on fiber optic cable?

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

Answer: B

QUESTION NO: 81

An orange blinking light on a laptop generally indicates which of the following?

- A. Battery is low
- B. Battery is defective
- C. Battery is fully charged
- D. Battery is charging

Answer: A

QUESTION NO: 82

Which of the following is an example of active cooling?

- A. Thermal compound

- B. Shroud
- C. Heatsink fan
- D. Heat pipe

Answer: C

QUESTION NO: 83

Which of the following device drivers is not loaded in Safe Mode?

- A. NIC
- B. Keyboard
- C. VGA monitor
- D. Mouse

Answer: A

QUESTION NO: 84

Which of the following optical media has the GREATEST storage space?

- A. DVD
- B. Hard drive
- C. HD-DVD
- D. Blu-Ray

Answer: D

QUESTION NO: 85

The user boots their computer in the morning to discover the message 'OS not found'. Which of the following would recover from that error without data loss?

- A. Insert the system boot disk and repair the operating system.
- B. Install a new hard drive and restore the system.
- C. Restore the BIOS configuration to default to recognize the drive.
- D. Use the manufacturer's supplied system recovery disk and restore the system

Answer: A

QUESTION NO: 86

Which of the following should be run on a regular schedule to reorganize how files are laid out on

a hard drive?

- A. SCANDISK
- B. FDISK
- C. DEFRAG
- D. FORMAT

Answer: C

QUESTION NO: 87

In which of the following steps of the troubleshooting theory is it important to perform backups?

- A. Verify full system functionality.
- B. Test the theory to determine cause.
- C. Identify the problem.
- D. Document findings, actions, and outcomes

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 88

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

- A. Replace communications cable.
- B. Check to the correct type of paper is being used.
- C. Add additional memory to the printer.
- D. Change the toner cartridges

Answer: C

QUESTION NO: 89

A company is replacing aging CRT monitors with new LCD monitors. Which of the following must be performed to safely dispose of the CRT monitors?

- A. Follow the building's procedure for disposal.
- B. Wrap the monitors in a biodegradable paper and dispose.
- C. Break the tail end of the CRT and dispose.
- D. Use the local government code on procedure for disposal

Answer: D

QUESTION NO: 90

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

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

Answer: D

QUESTION NO: 91

A Windows XP workgroup computer can have up to how many concurrent connections?

- A. 10 or fewer
- B. 15 or fewer
- C. 20 or fewer
- D. 25 or fewer

Answer: C

QUESTION NO: 92

A technician needs to boot a computer using a diagnostic CD. Which of the following should the technician check prior to attempting to boot the system?

- A. The hard drive connection

- B. The boot priority sequence in the BIOS
- C. The CD drive in the computer
- D. The amount of memory installed in the system

Answer: B

QUESTION NO: 93

A user wants to print on multipart forms. Which of the following printer types would a technician MOST likely recommend?

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

Answer: B

QUESTION NO: 94

A technician receives a call from a client requesting that a faster CPU be installed into their PC. The technician has determined this can be done, but the motherboard needs an update. Which of the following must the technician update?

- A. Operating system
- B. Memory
- C. Firmware
- D. Chipset

Answer: C

QUESTION NO: 95

A wireless network broadcasted from a SOHO WIFI single band router can have a maximum of how many SSIDs associated with it?

- A. One
- B. Two
- C. Four
- D. Five

Answer: A

QUESTION NO: 96

Which of the following Windows operating systems can address more than 4GB of RAM? (Select TWO).

- A. Windows XP 64-bit
- B. Windows XP 32-bit
- C. Windows Vista 32-bit
- D. Windows 2000 Professional
- E. Windows Vista 64-bit

Answer: A,E

QUESTION NO: 97

Which of the following is used for a software driver that is approved in a Windows environment?

- A. Beta driver
- B. Certified driver
- C. Digitally signed driver
- D. OEM driver

Answer: C

QUESTION NO: 98

A technician is informed that a computer shuts down unexpectedly different times during the day. After the technician performs the work on the computer the NEXT course of action should be to:

- A. instruct the user to save any projects in case the problem persists.
- B. allow ten minutes to see if the workstation exhibits any of the previous symptoms.
- C. close the ticket and instruct the user to restart the computer if it continues to shutdown.
- D. follow up with the customer at a later date to verify the issue is resolved

Answer: A

QUESTION NO: 99

Which of the following network devices interconnects networks together?

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

Answer: C

Explanation: A Hub can connect clients or hosts which ever it is being called, but it can not interconnect networks only a router can.

QUESTION NO: 100

Which of the following advanced boot menu options would a technician use to repair the MBR?

- A. Safe Mode with Networking
- B. Debug Mode
- C. Recovery Console
- D. Safe Mode

Answer: C

QUESTION NO: 101

Which of the following protocols are commonly used for Windows Remote Desktop?

- A. NTP
- B. PPTP
- C. RDP
- D. LDAP

Answer: C

QUESTION NO: 102

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

- A. Upto16GB
- B. Up to 32GB
- C. Upto 1024GB
- D. Up to 2048GB

Answer: B

QUESTION NO: 103

Which of the following are the BEST means of ensuring that data is not lost? (Select TWO).

- A. Ensure all preventative maintenance tasks are being performed

- B. Deploy a RAID system
- C. Schedule regular system backups
- D. Ensure that all servers are in secured areas
- E. Deploy all OS and security updates

Answer: A,C

QUESTION NO: 104

A technician dropped a screw in the case of a desktop computer. Which of the following tools should be used to retrieve the screws?

- A. Computer vacuum
- B. Plastic tweezers
- C. Canned air
- D. Screwdriver with magnetized tip

Answer: D

QUESTION NO: 105

Which of the following would be the BEST resolution setting for an application that requires a minimum resolution of 1024x 768?

- A. SVGA
- B. PAL
- C. VGA
- D. XGA

Answer: D

QUESTION NO: 106

A technician has replaced the CPU in a workstation and now the user states that the computer powers off after ten minutes. Which of the following is the MOST likely cause?

- A. The DVI cable is not connected.
- B. The hard drive has become faulty.
- C. The CMOS battery will not hold a charge.
- D. The heat sink is not installed correctly

Answer: D

QUESTION NO: 107

Which of the following network cables would a technician find on the RJ-11 connector?

- A. Telephone wire
- B. Fiber
- C. RS-232
- D. Coaxial cable

Answer: A

QUESTION NO: 108

The PING command can be used to determine which of the following? (Select TWO).

- A. If there is connection to a specified IP address
- B. The gateway address of a currently logged on user
- C. The response time of the connection to a specific IP address
- D. The amount of hops it takes to reach destination computer
- E. The active connections to a computer

Answer: A,C

QUESTION NO: 109

Which of the following has the LEAST amount of storage capacity?

- A. FDD
- B. Tape drive
- C. Blu-Ray
- D. SSD

Answer: A

QUESTION NO: 110

Which of the following states consumes the LEAST amount of power?

- A. Sleep
- B. Suspend
- C. Standby
- D. Hibernate

Answer: D

QUESTION NO: 111

A customer brings in a computer that keeps crashing. The technician plugs the PC in and hears a clicking sound coming from it. Windows loads and then fails with a file not found error. Which of the following components should be tested FIRST?

- A. Video card
- B. Hard disk drive
- C. Memory
- D. Power supply

Answer: B

QUESTION NO: 112

A customer with a laptop frequently goes into the office to work. However, the laptop only has two USB ports, and they are unable to connect their keyboard, mouse, monitor and scanner at the same time. Which of the following devices would BEST address this issue?

- A. Docking station
- B. KVM switch
- C. Bluetooth adapter
- D. IEEE 1394 cable

Answer: A

QUESTION NO: 113

Which of the following will dissipate heat and requires no moving parts?

- A. Liquid cooling system
- B. Motherboard riser
- C. Case fan
- D. Heat sink

Answer: D

QUESTION NO: 114

Which of the following hard drives would BEST meet the minimum system requirements for installing Windows Vista Business 64-bit?

- A. 160GBHDDwith 10GBfree space
- B. 20GBHDDwith 15GBfree space
- C. 40GBHDDwith 15GBfree space
- D. 80GBHDDwith 10GBfree space

Answer: C

QUESTION NO: 115

A technician is running late to a job. Which of the following is the BEST way for the technician to handle the situation?

- A. Contact the customer and give an estimate arrival time.
- B. Show up to the job as soon as possible.
- C. Call and reschedule the job for a later date.
- D. Tell the customer the wrong time was scheduled and reschedule the job for another day

Answer: A

QUESTION NO: 116

Which of the following is a user replaceable memory in a computer system?

- A. SRAM
- B. CMOS
- C. ROM
- D. DRAM

Answer: D

QUESTION NO: 117

A technician has completed an upgrade to a customer's system. In which of the following ways should the technician proceed?

- A. No further action is required.
- B. Wait for the customer to call if they have problems.
- C. Install software to notify the technician if problems occur.
- D. Follow up with the customer in a few days

Answer: D

QUESTION NO: 118

Which of the following are digital audio-only formats? (Select TWO).

- A. AAC
- B. WMV
- C. WMA
- D. AVI
- E. DES

Answer: A,C

QUESTION NO: 119

A user notices that the battery light on the laptop is flashing when the laptop is on a docking station. Which of the following should the technician perform FIRST?

- A. Reseat in the docking station
- B. Reinstall the operating system
- C. Remove and reseat the battery
- D. Replace the laptop battery

Answer: A

QUESTION NO: 120

An end user reports that color documents sent to a color printer are printing out black and white. Other users are able to print in color. Which of the following locations would a technician check to review the user's printer settings?

- A. Right-click on the printer and select Properties
- B. Right-click on the desktop and select Properties
- C. Open a command prompt and type 'net stop spooler'
- D. Right-click on My Computer and select Manage

Answer: A

QUESTION NO: 121

Which of the following provides the HIGHEST level of wireless security protection?

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

Answer: B

QUESTION NO: 122

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

- A. 127.0.0.1
- B. 192.168.1.100
- C. 255.255.255.0
- D. 225.225.225.1

Answer: B

QUESTION NO: 123

Why would the display dim on a laptop when the power supply from the electrical outlet is disconnected?

- A. The laptop displays require a 60 hertz alternating power source.
- B. Incorrect security settings on the laptop.
- C. The power management settings on the laptop.
- D. The laptop cannot use full brightness on battery power

Answer: C

QUESTION NO: 124

Which of the following is the FIRST step in the troubleshooting theory?

- A. Test the theory to determine cause
- B. Document findings, actions and outcomes
- C. Identify the problem
- D. Establish a plan of action to resolve the problem and implement the solution

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is

not confirmed, establish a new theory or escalate the problem.

4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 125

Which of the following is the MAXIMUM speed limit on RAMBUS?

- A. 266MHz
- B. 533MHz
- C. 667MHz
- D. 800MHz

Answer: B

QUESTION NO: 126

Which of the following explains a yellow exclamation point next to a device in the Device Manager?

- A. A driver was installed but was not digitally signed.
- B. A usable driver could not be installed for this device.
- C. The device is operable, but not at full capacity.
- D. The device is built-in and not upgradable

Answer: B

QUESTION NO: 127

According to the troubleshooting theory, which of the following would be performed NEXT after implementing a solution?

- A. Verify full system functionality
- B. Document findings, actions and outcomes
- C. Establish a theory of probable cause
- D. Implement preventative measures

Answer: A

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 128

Which of the following Windows Vista versions can be used on a corporate domain? (Select TWO).

- A. Windows Vista Basic
- B. Windows Vista Home Premium
- C. Windows Vista Starter
- D. Windows Vista Business
- E. Windows Vista Ultimate

Answer: D,E

QUESTION NO: 129

A downloadable game that is actually a program used to steal information is an example of:

- A. a trojan
- B. spam
- C. a worm
- D. adware

Answer: A

QUESTION NO: 130

Which of the following is indicated by repetitive flashing lights on a keyboard at POST?

- A. A password is needed

- B. An external peripheral error
- C. A software error
- D. A hardware error

Answer: D

QUESTION NO: 131

A customer states that accessing network files takes a long time. The technician reseats the cable, and then confirms that the NIC lights are functioning. Which of the following utilities would a technician use NEXT to test the network card?

- A. Performance Monitor
- B. NIC Manufacturer's diagnostics
- C. User Account Control (UAC)
- D. Task Manager

Answer: A

QUESTION NO: 132

Which of the following log files would reference third party software specific error messages?

- A. Application Logs
- B. Security Logs
- C. Archive Logs
- D. System Logs

Answer: A

QUESTION NO: 133

Which of the following cable types uses an RJ-45 connector, and would MOST commonly be used in an environment with high EMI or RFI?

- A. STP
- B. Coaxial
- C. UTP
- D. Fiber

Answer: A

QUESTION NO: 134

An end user reports that their computer is constantly rebooting. The technician notices that the desk area, including the computer, is covered in paperwork. Which of the following is the MOST likely problem that is affecting the computer's performance?

- A. The CMOS is faulty and needs to be replaced.
- B. Processor is out of date and should be upgraded.
- C. The BIOS has the incorrect settings.
- D. Excessive heat from poor ventilation

Answer: D

QUESTION NO: 135

Which of the following computing techniques will limit the vulnerability of a system to infection by a virus? (Select TWO).

- A. Install a NAT firewall on the network
- B. Run an online malware scan monthly
- C. Only open email from recognized senders
- D. Update antivirus signatures on a daily basis
- E. Automatically update the operating system

Answer: D,E

QUESTION NO: 136

Which of the following memory types is the MOST current?

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

Answer: A

QUESTION NO: 137

A user downloads and installs software which sends a list of their recently visited websites to a server on the Internet without their knowledge. Which of the following BEST describes this situation?

- A. Spam
- B. Spyware
- C. Trojan

D. Virus

Answer: B

QUESTION NO: 138

Which of the following wireless technology standards can operate at a MAXIMUM of 54Mbps?
(Select TWO).

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

Answer: A,C

QUESTION NO: 139

During start up, the technician notices a repeating error just before the login screen. Which of the following built-in utilities would the technician use to quickly identify the problem?

- A. DXDIAG
- B. System Information
- C. MSCONFIG
- D. System Restore

Answer: B

QUESTION NO: 140

In regards to computer case form factors, which of the following provides the MOST room for effective cooling?

- A. BTX
- B. ATX
- C. NLX
- D. Micro ATX

Answer: B

QUESTION NO: 141

Which of the following cable types can transmit data the LONGEST distance without the use of a

repeater?

- A. UTP
- B. Coaxial
- C. Fiber
- D. STP

Answer: C

QUESTION NO: 142

Several users report their print jobs did not print to the local shared printer. Which of the following is the FIRST thing a technician should check?

- A. Check power on the users' laptops.
- B. Check the print queue.
- C. Check the domain print server.
- D. Check the network connections.

Answer: B

Explanation:

QUESTION NO: 143

Which of the following adapter cards is used to access the Internet through a telephone line?

- A. A network interface card
- B. An asynchronous modem
- C. A cable modem
- D. AT-1 connection

Answer: B

Explanation:

QUESTION NO: 144

Which of the following processors are capable of running a 64-bit operating system? (Select THREE)

- A. Turion
- B. Xeon

- C. Itanium
- D. Pentium Pro
- E. Sempron
- F. Pentium M

Answer: A,B,C

Explanation:

QUESTION NO: 145

Which of the following can safely be replaced without turning the computer off?

- A. USB keyboard
- B. IDE hard drive
- C. Memory module
- D. PS/2 mouse

Answer: A

Explanation:

QUESTION NO: 146

Which of the following storage types has no movable parts?

- A. DVD-RW
- B. Flash
- C. Tape
- D. IDE hard drive

Answer: B

QUESTION NO: 147

Which of the following should be FIRST in the BIOS boot order to be able to enter into the Recovery Console off the installation disk?

- A. Optical drive
- B. Hard drive
- C. Floppy disk
- D. Network

Answer: A

Explanation:

QUESTION NO: 148

Which of the following connector types is used on coaxial cable?

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

Answer: D

Explanation:

QUESTION NO: 149

Which of the following voltages can be found in the output of a functioning ATX power supply?

- A. 9V
- B. 12V
- C. 15V
- D. 24 V

Answer: B

QUESTION NO: 150

Which of the following BEST describes how long data should be stored on a computer?

- A. Follow local legal requirements
- B. Delete after use
- C. Save data for one year
- D. Save data for five years

Answer: D

Explanation:

QUESTION NO: 151

Which of the following has the FASTEST default speed?

- A. 802.11b
- B. 802.11g

- C. 802.11n
- D. 802.11a

Answer: C

Explanation:

QUESTION NO: 152

Which of the following network classes exists if a host's IP address is 172.30.22.0?

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

Answer: B

Explanation:

QUESTION NO: 153

A technician has completed an upgrade to a customer's system. In which of the following ways should the technician proceed?

- A. No further action is required.
- B. Wait for the customer to call if they have problems.
- C. Install software to notify the technician if problems occur.
- D. Follow up with the customer in a few days.

Answer: D

Explanation:

QUESTION NO: 154

Which of the following wireless types has the potential to provide the GREATEST bandwidth?

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

Answer: D

Explanation:

QUESTION NO: 155

Which of the following memory types fits in a 240-pin DIMM slot?

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

Answer: B

Explanation:

QUESTION NO: 156

A technician is troubleshooting a problem and has gathered all the information that the user can provide. Which of the following should be the NEXT step the technician should take?

- A. Replace any parts that could be causing the problem.
- B. Apply all operating system and firmware updates.
- C. Secure the user's system so no changes can be made.
- D. Perform backups of the user's machine

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 157

Which of the following wireless networking encryption technologies is MOST recommended for its level of high security and reliability?

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

Answer: A

Explanation:

QUESTION NO: 158

Which of the following provides high speed or broadband networking at speeds over 384kbps using phone lines?

- A. Bluetooth
- B. DSL
- C. VPN
- D. Dial-up modem

Answer: B

Explanation:

QUESTION NO: 159

A customer wants to upgrade from Windows XP Professional to Windows Vista, and does not wish to lose any files in the process. Which of the following operating systems needs to be used when performing this upgrade? (Select TWO).

- A. Windows Vista Home Premium
- B. Windows Vista Home Basic
- C. Windows Vista 64-bit edition
- D. Windows Vista Ultimate
- E. Windows Vista Business

Answer: D,E

Explanation:

QUESTION NO: 160

A technician is resolving an issue for a client when the technician's phone rings. Which of the following actions should the technician demonstrate?

- A. Forward the call to voicemail
- B. Take the call in front of the client
- C. Ask to use the client's phone to return the call

D. Leave the client and come back after the call is complete

Answer: A

Explanation:

QUESTION NO: 161

A technician has been called to fix a printer at a hospital. When taken to the printer the technician finds documents on the printer that might be confidential. Which of the following is the BEST course of action to take?

- A. Read them to verify it is indeed something confidential.
- B. Separate the documents and place them in sealed envelopes.
- C. Remove the documents from the printer and give them to the owner.
- D. Notify the point of contact in the hospital.

Answer: D

Explanation:

QUESTION NO: 162

If a brand new DVD-RW drive is consistently having a difficult time reading certain media, which of the following would be the BEST way to resolve the issue?

- A. Check the drive's jumpers to ensure it was installed correctly.
- B. Check for a new firmware release from the manufacturer.
- C. Check Windows Update to see if a new DVD-RW driver has been released.
- D. Move the DVD-RW drive to another IDE channel.

Answer: B

Explanation:

QUESTION NO: 163

Which of the following memory modules has 72 pins? (Select TWO)

- A. SIMM
- B. DIMM
- C. RIMM
- D. SODIMM
- E. RAMBUS

Answer: A,D

Explanation:

QUESTION NO: 164

In order for a customer to feel more comfortable with a repair, a technician should always do which of the following before proceeding?

- A. Offer the customer a new machine.
- B. Offer repair/replacement options.
- C. Avoid being late.
- D. Avoid being judgmental.

Answer: B

QUESTION NO: 165

A Windows computer has listed numerous events in the system event log that NTFS corruption has been detected. Which of the following tools should be used to correct this issue?

- A. DEFRAG
- B. System Cleanup Utility
- C. FDISK
- D. CHKDSK

Answer: D

Explanation:

QUESTION NO: 166

During troubleshooting, the technician determines the cause of the problem. Which of the following is the NEXT step in the troubleshooting theory?

- A. Document findings, actions, and outcomes.
- B. Verify full system functionality and if applicable implement preventative measures.
- C. Establish a theory of probable cause.
- D. Establish a plan of action to resolve the problem and implement the solutions.

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.

3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 167

Which of the following uses 5GHz only and has data transfer speeds up to 54Mbps?

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

Answer: A

Explanation:

QUESTION NO: 168

A customer has asked a technician when completion of the work is expected. Which of the following is the BEST approach in answering their question?

- A. Tell the customer that the work will be completed as soon as possible.
- B. Tell the customer that since the work is quite detailed and it is unsure, but will let them know.
- C. Tell the customer an estimated time and make sure both parties understand and agree.
- D. Tell the customer that due to the volume of work it would be best not to give a specific time.

Answer: C

Explanation:

QUESTION NO: 169

A technician's company prints forms on multi-layer carbonless copy paper. When asked to replace the printer, which of the following printing technologies will allow the technician to continue to use the company's copy paper?

- A. Transfer
- B. Dot Matrix
- C. Thermal

D. Laser

Answer: B

Explanation:

QUESTION NO: 170

Upon logging into a PC, a technician can perform few processes without the system crashing. Which of the following is the NEXT step that the technician should take?

- A. Reload the OS
- B. Access the Recovery Console
- C. Use an Emergency Repair Disk
- D. Boot into Safe Mode

Answer: D

Explanation:

QUESTION NO: 171

Which of the following commands is used to connect to a remote device?

- A. ping
- B. ipconfig
- C. telnet
- D. win/s

Answer: C

Explanation:

QUESTION NO: 172

Which of the following ports is MOST likely used for high-end graphics cards?

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

Answer: B

Explanation:

QUESTION NO: 173

Most laptops have a special set of shortcut keys used to perform hardware configuration changes. These shortcut keys are often accessed by using which of the following special keys?

- A. CTRL
- B. SHIFT
- C. FN
- D. ALT

Answer: C

Explanation:

QUESTION NO: 174

Which of the following should be done to help identify the problem?

- A. Test the theory to determine a cause
- B. Question the user for any changes
- C. Establish a plan of action
- D. Establish a theory of probable cause

Answer: B

Explanation:

QUESTION NO: 175

Which of the following run line utilities could be used to modify startup programs in Windows?

- A. cmd
- B. msinfo32
- C. dxdiag
- D. msconfig

Answer: D

Explanation:

QUESTION NO: 176

Which of the following cable types is the MOST common Ethernet cable?

- A. Fiber
- B. CAT3

- C. UTP
- D. Coaxial

Answer: C

Explanation:

QUESTION NO: 177

Which of the following devices has the MOST storage capacity?

- A. FDD
- B. CD
- C. HDD
- D. DVD

Answer: C

Explanation:

QUESTION NO: 178

While installing a program in Windows Vista the technician finds that the program being installed is for Windows XP. Which of the following is the BEST solution to this problem?

- A. Inform the user that a new program will need to be purchased that is compatible with Vista.
- B. Set up a dual boot on the machine with Windows XP.
- C. Set the compatibility mode to Windows XP in properties.
- D. Install the software on the Vista machine; all programs are compatible between the OS versions.

Answer: C

Explanation:

QUESTION NO: 179

Which of the following software options would BEST protect against unwanted pop-ups?

- A. Anti-virus software
- B. Anti-spyware software
- C. Anti-spam software
- D. Anti-adware software

Answer: D

Explanation:

QUESTION NO: 180

Which of the following installation methods should be used to restore a manufactured PC to its original state?

- A. Boot image stored on the network
- B. Insert the original operating system CD
- C. Factory recovery partition
- D. Boot image on a flash drive

Answer: C

Explanation:

QUESTION NO: 181

Which of the following chipsets is responsible for controlling the data flow between the peripheral devices and the processor?

- A. Northbridge
- B. Southbridge
- C. BIOS
- D. DMA controller

Answer: B

Explanation:

QUESTION NO: 182

A technician is installing a replacement motherboard. Which of the following will MOST likely cause damage during installation?

- A. MSDS
- B. ESD
- C. RFI
- D. EMI

Answer: B

Explanation:

QUESTION NO: 183

Which of the following power management settings would allow a laptop to enter a low power state when the lid is closed?

- A. Standby
- B. Wake on LAN
- C. Shutdown
- D. Hibernate

Answer: D

Explanation:

QUESTION NO: 184

Which of the following will display system characteristics?

- A. netstat
- B. msinfo
- C. msconfig
- D. REGEDIT

Answer: D

Explanation:

QUESTION NO: 185

Which of the following is typically connected to a PCMCIA adapter?

- A. Sound card
- B. Biometric scanner
- C. Portable FM transmitter
- D. External video card

Answer: D

Explanation:

QUESTION NO: 186

Where is the MOST common place for Wake on LAN (WOL) to be enabled/disabled?

- A. Network Neighborhood> Ethernet controller
- B. Add and Remove Programs
- C. Control Panel> Power Options
- D. System BIOS

Answer: D

Explanation:

QUESTION NO: 187

The portion of a disk or drive that contains the MBR is known as the

- A. boot sector.
- B. primary partition.
- C. extended partition.
- D. boot partition.

Answer: A

Explanation:

QUESTION NO: 188

Cardbus interfaces are mainly found on which of the following?

- A. Cell phones
- B. Notebooks
- C. Desktop PCs
- D. PDAs

Answer: B

Explanation:

QUESTION NO: 189

Which of the following is a valid motherboard memory slot type?

- A. DIMM
- B. AGP
- C. CMOS
- D. PCI

Answer: A

Explanation:

QUESTION NO: 190

Which of the following Windows interfaces could be used to find a list of installed hardware?

- A. dxdiag
- B. My Computer
- C. msinfo32
- D. Device Manager

Answer: D

Explanation:

QUESTION NO: 191

Which of the following is a new feature of Windows Vista?

- A. Disk Defragmenter
- B. System Restore
- C. 64-bit operating system
- D. Aero

Answer: D

Explanation:

QUESTION NO: 192

Which of the following adapter cards would MOST likely need to be installed in a computer to allow communication between the computer and a dial-up modem?

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

Answer: B

Explanation:

QUESTION NO: 193

Which of the following network devices interconnects workstations and broadcasts the data that is being transmitted?

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

Answer: C

Explanation: A Hub can connect clients or hosts which ever it is being called, but it can not interconnect networks only a router can.

QUESTION NO: 194

A new printer driver has just been installed on a desktop computer. Which of the following is the correct location to find the Print Test Page button?

- A. In Computer Management under Administrative Tools
- B. The General tab of the properties page of the printer
- C. In the Print Spooler service
- D. The Hardware tab of the Systems properties page

Answer: B

Explanation:

QUESTION NO: 195

Which of the following procedures would help a technician locate a defective computer component?

- A. Restart the PC three times to see if the error is consistent.
- B. Use a multimeter to measure voltage to every component.
- C. Replace cards with known good cards one at a time.
- D. Install a UPS and power management software.

Answer: B

Explanation:

QUESTION NO: 196

A PC will not power on. The technician has verified there is power coming from the outlet and that the indicator on the back of the power supply is blinking green. Which of the following is the cause of the problem?

- A. Power supply has a bad motherboard connector.
- B. Power supply is not powerful enough.
- C. Power supply is running at half power.
- D. Power supply is only producing DC current

Answer: B

Explanation:

QUESTION NO: 197

According to the troubleshooting theory, which of the following would be performed NEXT after implementing a solution?

- A. Verify full system functionality
- B. Document findings, actions and outcomes
- C. Establish a theory of probable cause
- D. Implement preventative measures

Answer: A

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 198

Which of the following tools uses trusted platform module (TPM) to enable the service?

- A. Windows BitLocker
- B. Windows EFS
- C. Windows Defender
- D. Window Security Center

Answer: A

Explanation:

QUESTION NO: 199

A local printer is a printer that is

- A. physically connected to the PC.
- B. physically connected to the same local area network as the PC
- C. physically connected to the same SOHO network as the PC.
- D. on the same wide area network as the PC.

Answer: A

Explanation:

QUESTION NO: 200

An email is received from the user's bank. It is asking for the user to reply with their account number and access code to verify their identity. Which of the following attack types does this describe?

- A. Phishing
- B. Rootkit
- C. Hoax
- D. Adware

Answer: A

Explanation:

QUESTION NO: 201

Which of the following allows for the GREATEST heat dissipation?

- A. Liquid cooling
- B. Case fans
- C. Heatsink
- D. Thermal compound

Answer: C

Explanation:

QUESTION NO: 202

Which of the following is the MINIMUM amount of characters Windows XP will allow in a password?

- A. Zero
- B. Six
- C. Eight
- D. Twelve

Answer: A

Explanation:

QUESTION NO: 203

Which of the following command prompt utilities displays the current version of Windows XP and any Service Packs that are installed?

- A. CHECKVER.EXE
- B. VERSION.EXE
- C. SIGVERIF.EXE
- D. WINVER.EXE

Answer: D

Explanation:

QUESTION NO: 204

Which of the following communication types would MOST likely be used to connect a laptop wirelessly to a high speed connection in a remote location?

- A. Infrared
- B. Cellular WAN
- C. Ethernet
- D. Bluetooth

Answer: B

Explanation:

QUESTION NO: 205

A user is reporting a discoloration on their CRT monitor when using it at home; however, it does not happen at the remote repair facility. Which of the following is the MOST likely cause of this error?

- A. The customer lives too close to nearby power lines.
- B. The monitor is going bad and needs to be replaced.
- C. The customer is receiving inconsistent power to their monitor.
- D. A nearby magnet is causing interference.

Answer: D

Explanation:

QUESTION NO: 206

A customer reports that when the computer starts up, it sounds like an airplane taking off. After questioning the user about any recent changes they might have made the technician realizes that this could be a symptom of multiple issues. Which of the following should be the FIRST course of action?

- A. Check the BIOS for temperature changes.
- B. Verify that the user has not made any OS changes.
- C. Attempt to replicate and verify the issue.
- D. Open the case and determine the cause of the noise

Answer: C

Explanation:

QUESTION NO: 207

A Windows XP computer, without a floppy drive, is producing a "Non system disk" error at startup. Which of the following Recovery Console commands could be used to correct this error?

- A. DISKPART
- B. RECOVER
- C. FIXBOOT
- D. FORMAT

Answer: C

Explanation:

QUESTION NO: 208

A technician is trying to understand a user's computer problem, but is having difficulty understanding exactly what is wrong with the computer. Which of the following steps can the

technician take to BEST understand the user? (Select TWO).

- A. Minimize the user's problems
- B. Offer different repair options.
- C. Ask open-ended questions.
- D. Avoid being judgmental.
- E. Restate the issues

Answer: C,E

Explanation:

QUESTION NO: 209

Which of the following is indicated by a repetitive series of beeps at POST? (Select TWO]

- A. Password expiration
- B. Hardware error
- C. Software error
- D. Stuck keys
- E. Corrupt OS

Answer: B,D

Explanation:

QUESTION NO: 210

After discovering a bad capacitor, the technician ordered and replaced the system board. Which of the following is the NEXT step in the troubleshooting theory?

- A. Test the theory
- B. Identify the problem
- C. Verify functionality
- D. Document the findings

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root

cause analysis.

3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 211

Which of the following steps is MOST important to ensure that no files can be recovered off of hard drives?

- A. Use the Recovery Console on the Windows XP CD-ROM to run a full format of the hard drive.
- B. Remove the hard drives and set the jumpers back to factory settings.
- C. Clear the BIOS of any TPM-level passwords.
- D. Wipe the hard drives using a seven-pass sequence.

Answer: D

Explanation:

QUESTION NO: 212

In order for the print spooler service to start or run correctly, the print spooler requires other services to be running first. These types of services are known as:

- A. primary services.
- B. registry level services.
- C. dependency services.
- D. driver level services.

Answer: C

Explanation:

QUESTION NO: 213

Which of the following should be chosen for an OS if the user requires 8GB of RAM and wants the

Aero interface?

- A. Windows XP 32-bit
- B. Windows Vista 64-bit
- C. Windows XP 64-bit
- D. Windows Vista 32-bit

Answer: B

Explanation:

QUESTION NO: 214

Which of the following BEST describes a virus?

- A. Malicious code that can propagate itself to different host files.
- B. A malicious program that spreads itself in a system without the need of a host
- C. A program that is used to track user information for commercial reasons.
- D. A program that appears to be harmless but has a malicious agenda.

Answer: A

Explanation:

QUESTION NO: 215

A technician is cleaning up cable inventory by putting all like cables in the same bin. The technician comes across a cable with the following colored wires ended in this order: orange-white, orange, green-white, blue, blue-white, green, brown-white, brown. In which of the following bins should the cable be placed?

- A. CAT3 cables
- B. Ethernet cables
- C. Coaxial cable
- D. Fiber cables

Answer: B

Explanation:

QUESTION NO: 216

Which of the following should be applied as soon as possible to prevent security threats?

- A. Firmware updates
- B. User information
- C. OS patches
- D. Driver updates

Answer: C

Explanation:

QUESTION NO: 217

A user states that the wireless network adapter has been disabled on the laptop. Which of the following would be the BEST way to remedy this?

- A. Reinstall wireless drivers on the laptop
- B. Toggle the laptop's built-in switch for WiFi
- C. Restart the laptop
- D. Install a new wireless card on the laptop

Answer: B

Explanation:

QUESTION NO: 218

The drive letters A and B are assigned to which of the following type of drive?

- A. Flash Drive
- B. CD/DVD
- C. HDD
- D. FDD

Answer: D

Explanation:

QUESTION NO: 219

On a motherboard, which of the following is often covered by a heatsink?

- A. GPU
- B. CMOS
- C. BIOS
- D. Front side bus
- E. North Bridge

Answer: E

Explanation:

QUESTION NO: 220

Which of the following would be required to minimize data loss in a work area that has a history of intermittent power?

- A. Surge Suppressor
- B. Line Voltage Meter
- C. UPS
- D. Power Strip

Answer: C

Explanation:

QUESTION NO: 221

Which of the following is MOST likely the default key for a KVM switch?

- A. Right control
- B. Space bar
- C. Left control
- D. Scroll lock

Answer: D

Explanation:

QUESTION NO: 222

Which of the following Windows Vista versions comes with the BitLocker drive protection as a standard feature?

- A. Ultimate
- B. Business
- C. Home premium
- D. Home Basic

Answer: A

Explanation:

QUESTION NO: 223

Which of the following is the maximum partition size of the FAT32 file system?

- A. 16GB
- B. 32GB
- C. 1024GB
- D. 2048MB

Answer: B

Explanation:

QUESTION NO: 224

Which of the following BEST describes the L2 cache?

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

Answer: A

Explanation:

QUESTION NO: 225

Which of the following wireless networking standards uses a 5GHz frequency?

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

D. 802.11b

Answer: C

Explanation:

QUESTION NO: 226

How would a technician make certain programs run at designated times automatically?

- A. Startup
- B. Task Manager
- C. Computer Management
- D. Scheduled Tasks

Answer: D

Explanation:

QUESTION NO: 227

Which of the following adapter cards would be the FASTEST for connecting an external hard drive?

- A. Wide SCSI
- B. FireWire800
- C. eSATA
- D. USB 2.0

Answer: A

Explanation:

QUESTION NO: 228

Which of the following RAID arrays does only striped volumes?

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

Answer: A

Explanation:

QUESTION NO: 229

A laptop powers up and within five seconds powers down. Which of the following may be the cause?

- A. LAN failure
- B. HDD failure
- C. LCD failure
- D. Fan failure

Answer: D

Explanation:

QUESTION NO: 230

Which of the following connectors are MOST commonly used to connect LCD monitors to video cards on a PC? (Select TWO).

- A. RCA
- B. S-Video
- C. VGA
- D. DVI
- E. RJ-11

Answer: C,D

Explanation:

QUESTION NO: 231

Which of the following is the BEST way to ensure that a hard drive is secure for disposal?

- A. FDISK the drive multiple times.
- B. Magnetically erase the drive.
- C. Format the drive.
- D. Convert the drive to NTFS.

Answer: B

Explanation:

QUESTION NO: 232

ASR can be launched in Windows XP by which of the following methods?

- A. Safe Mode
- B. Safe Mode with Networking
- C. Help and Support Center
- D. Installation CD

Answer: D

Explanation:

QUESTION NO: 233

Which of the following IP addresses is a class B address?

- A. 92.25.16.128
- B. 192.168.1.1
- C. 201.29.253.9
- D. 129.254.18.10

Answer: D

Explanation:

QUESTION NO: 234

Which of the following port numbers, by default, is used for Telnet?

- A. 23
- B. 25
- C. 80
- D. 8080

Answer: A

Explanation:

QUESTION NO: 235

Which of the following is the minimum number of pins to connect an ATX power supply to a motherboard?

- A. 16
- B. 20
- C. 24
- D. 32

Answer: B

Explanation:

QUESTION NO: 236

Which of the following protocols uses port 23, by default?

- A. FTP
- B. FTPS
- C. HTTPS
- D. TELNET

Answer: D

Explanation:

QUESTION NO: 237

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

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

Answer: A

Explanation:

QUESTION NO: 238

Which of the following connector types allows for both the transmission of video and audio feeds?

- A. HDMI
- B. Component
- C. VGA
- D. S-Video

Answer: A

Explanation:

QUESTION NO: 239

Which of the following Windows Operating Systems would have an Aero display on the desktop?

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

Answer: D

Explanation:

QUESTION NO: 240

In order to help protect equipment while technicians are working, a company has placed rubber mats down on all the work benches. Which of the following are the mats helping to prevent?

- A. RFI
- B. MSDS
- C. ESD
- D. EMI

Answer: C

Explanation:

QUESTION NO: 241

Which of the following is the MAXIMUM supported amount of RAM for Windows XP Home?

- A. 1024MB
- B. 2GB
- C. 32GB
- D. 4GB

Answer: D

Explanation:

QUESTION NO: 242

Which of the following network devices interconnects networks together?

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

Answer: C

Explanation: A Hub can connect clients or hosts which ever it is being called, but it can not interconnect networks only a router can.

QUESTION NO: 243

A customer reports that while attempting to print a document it seems to queue up fine, but the printer does not print the job. Which of the following may be the cause?

- A. Outdated or corrupt print driver.
- B. The application used to create the document is incompatible with the printer.
- C. A print job is waiting in the print queue.
- D. Printer configuration is incorrect.

Answer: C

Explanation:

QUESTION NO: 244

A user states that their laptop is suddenly not receiving any wireless signals, yet other users are. Which of the following is the MOST likely cause?

- A. The wireless communication switch has been turned off.
- B. The laptop has entered sleep mode.
- C. The drivers for the wireless card have become corrupted.
- D. The wireless antenna has become disconnected.

Answer: A

Explanation:

QUESTION NO: 245

A user needs to transfer numerous personal financial documents from an existing hard drive to a new hard drive. Which of the following should the technician perform?

- A. Copy all data over without viewing them
- B. Review all data and write down important account numbers in case information is lost
- C. Remove all financial documents since they are confidential
- D. Print out all personal financial documents in case information is deleted

Answer: A

Explanation:

QUESTION NO: 246

Which of the following is the difference between a Cellular WAN and a WLAN card?

- A. A WLAN card generally has a range of 6 miles (9.7 kilometers), while a Cellular WAN card is limited in range to 1200 feet (365 meters).
- B. A Cellular WAN card will work on most public Wireless Access Points, while a WLAN card is more proprietary.
- C. A Cellular WAN card requires subscription to a cellular provider, while a WLAN card can work without provider payment.
- D. A WLAN card is usually an external card, while a Cellular WAN card is usually an internal card.

Answer: C

Explanation:

QUESTION NO: 247

Which of the following devices is MOST affordable to use for small file backups such as photos or text files?

- A. Tape drive
- B. Blu-Ray
- C. FireWire drive
- D. CD-RW

Answer: D

Explanation:

QUESTION NO: 248

A user reports that when a laser printer starts to print the circuit breaker unexpectedly trips. After speaking with the user, the technician learns that the user also has a portable heater plugged into the same outlet. Which of the following is the BEST action for the technician to take?

- A. The technician should have an electrician replace the circuit with one that can handle both devices.
- B. The technician should ask the user to move the heater to a different circuit.
- C. The technician should remove the heater when the user is not in the office.
- D. The technician should replace the faulty laser printer.

Answer: B

Explanation:

QUESTION NO: 249

Programs that run when the Windows OS starts are stored in which of the following registry hives?

- A. HKEY_LOCAL_MACHINE
- B. HKEY_CURRENT_CONFIG
- C. HKEY_CLASSES
- D. HKEY_USERS

Answer: A

Explanation:

QUESTION NO: 250

Which of the following printers requires a specialized paper in order to operate?

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

Answer: A

Explanation:

QUESTION NO: 251

Which of the following devices would MOST likely need to be configured with facial tracking software?

- A. Touch screen
- B. Biometric device
- C. Web camera
- D. TV Tuner

Answer: C

Explanation:

QUESTION NO: 252

A technician has a laptop that is booting but nothing appears on the LCD. Which of the following should the technician press to make video transfer to the external monitor?

- A. Function keys
- B. Alt-insert keys
- C. Power button
- D. Control and escape keys

Answer: A

Explanation:

QUESTION NO: 253

Which of the following is the FIRST step in the troubleshooting theory?

- A. Establish a plan of action to resolve the problem and implement the solution.

- B. Establish a theory of probable cause.
- C. Identify the problem.
- D. Verify full system functionality and if applicable implement preventative measures

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 254

Which of the following keys is used to change laptop hardware settings?

- A. Function
- B. Shift
- C. Numeric
- D. Control

Answer: A

Explanation:

QUESTION NO: 255

Which of the following should be completed when donating a workstation?

- A. Remove the CMOS battery
- B. Install all operating system updates
- C. Remove the memory
- D. Wipe the hard drive

Answer: D

Explanation:

QUESTION NO: 256

A technician is working in a customer's office when the technician receives a phone call from a friend. Which of the following is the MOST appropriate response?

- A. Ignore the call and instead begin a text conversation.
- B. Leave the office to talk and come back later.
- C. Answer the call and talk while continuing to work.
- D. Call the friend back once the work is completed.

Answer: D

Explanation:

QUESTION NO: 257

Which of the following is an advantage that a USB mouse has over a PS/2 mouse?

- A. A USB mouse uses less power
- B. A USB mouse is more portable
- C. A USB mouse is hot swappable
- D. A USB mouse is more secure

Answer: C

Explanation:

QUESTION NO: 258

A technician is trying to install an OS to a remote PC without the use of physical media. Which of the following is used to perform this task?

- A. FTP
- B. Initiate a network share
- C. Telnet
- D. PXE boot environment

Answer: B

Explanation:

QUESTION NO: 259

A laptop has just had the LCD replaced and now it is having problems connecting to the wireless network. Which of the following is the MOST likely reason for the connection issue?

- A. The user has removed the antenna.
- B. The wireless switch is not on.
- C. The LCD is faulty.
- D. The network card drivers are corrupt.

Answer: A

Explanation:

QUESTION NO: 260

Which of the following wireless technology standards has the SHORTEST indoor range?

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

Answer: A

Explanation:

QUESTION NO: 261

A customer's computer crashes consistently when a specific application is launched. The technician has looked at the computer and confirmed the cause of the crash. Which of the following is the NEXT troubleshooting step the technician should take?

- A. Verify full system functionality.
- B. Document the findings, actions, and outcomes.
- C. Establish a plan of action to resolve the problem.
- D. Question the user and identify changes the user has made to the system

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 262

Which of the following devices will allow a technician to use a single set of input devices on several computers?

- A. Smart card reader
- B. KVM
- C. SCSI
- D. Bar code reader

Answer: B

Explanation:

QUESTION NO: 263

The on-site technician is asked to load a copy of the company's purchased software on a personal computer. The technician should FIRST:

- A. notify the company's owner of the breach.
- B. leave the premises and call local law enforcement.
- C. advise the individual that downloading unlicensed software is illegal.
- D. verify the install is allowed under the company's licensing agreements

Answer: D

Explanation:

QUESTION NO: 264

How many volts does an internal floppy drive use?

- A. 3.3
- B. 5
- C. 12
- D. 14

Answer: C

Explanation:

QUESTION NO: 265

A user reports that their laptop will not power on. Which of the following is the FIRST step to troubleshoot this issue?

- A. Attach an external monitor and check for video.
- B. Replace the BIOS battery.
- C. Verify the AC adapter is a known good adapter.
- D. Replace the power switch.

Answer: C

Explanation:

QUESTION NO: 266

Which of the following devices is used to connect to a WAN?

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

Answer: C

Explanation:

QUESTION NO: 267

A small shock of electricity transferred from a computer or other electronic component to a person is known as:

- A. EMF.
- B. RFI.
- C. EMI.
- D. ESD.

Answer: D

Explanation:

QUESTION NO: 268

Which of the following BEST describes the purpose of a heat sink?

- A. To provide a method to install a fan on a component
- B. To provide a method to retain heat in a component
- C. To store heat energy to be used at a later time
- D. To remove heat from a component

Answer: D

Explanation:

QUESTION NO: 269

Which of the following is the FIRST action a technician should take when a user reports issues accessing their home wireless network?

- A. Have the manufacturer replace the defective computer.
- B. Guide the user through installing a PCMCIA wireless adapter.
- C. Verify the Wireless Zero Configuration Service is started.
- D. Verify the wireless adapter is enabled.

Answer: D

Explanation:

QUESTION NO: 270

Several users report their print jobs did not print to the local shared printer. Which of the following is the FIRST thing a technician should check?

- A. Check power on the users' laptops.
- B. Check the print queue.
- C. Check the domain print server.
- D. Check the network connections.

Answer: B

Explanation:

QUESTION NO: 271

A user states that nothing is printing to the inkjet printer but a list of documents are in the printer queue and the printer has no errors. Which of the following is the MOST likely cause?

- A. Operating system is corrupt.
- B. Spooler service has stopped.
- C. Hard drive is full.
- D. UPnP service has stopped.

Answer: B

Explanation:

QUESTION NO: 272

Which of the following devices does a technician need to calibrate?

- A. Hard drive
- B. KVM switch
- C. Keyboard
- D. Touch screen

Answer: D

Explanation:

QUESTION NO: 273

The customer calls a technician and informs them that their keyboard was cleaned with a solution,

and now their fingers sting. Where would the technician or medical personnel find information about the substance on the keyboard?

- A. The MSDS
- B. The local fire department
- C. The Standard Operating Procedures manual
- D. The facilities department of the company

Answer: D

Explanation:

QUESTION NO: 274

A user reports that someone has logged into their network account. The user admits that the password is their birthday. Which of the following should the technician do to prevent unauthorized access in the future?

- A. Disable the user's account.
- B. Have the user implement a stronger password.
- C. Reset the user's account weekly.
- D. Change the user's password weekly.

Answer: B

Explanation:

QUESTION NO: 275

Which of the following wireless technology standards can operate at either 2.4GHz or 5GHz frequencies?

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

Answer: D

Explanation:

QUESTION NO: 276

Which of the following locations will allow a user to change the Windows Vista Start Menu to resemble the Windows XP Start Menu?

- A. Right-click Start Menu/Properties/Start Menu tab
- B. Control Panel/User Accounts
- C. Start/All programs/Accessories/Ease of Access
- D. Right-click Desktop/Personalize

Answer: A

Explanation:

QUESTION NO: 277

Which of the following log files references Windows specific errors?

- A. Archive Logs
- B. Application Logs
- C. Security Logs
- D. System Logs

Answer: D

Explanation:

QUESTION NO: 278

Which of the following cable types use shielding to protect against EMI and RFI? (Select TWO)

- A. Fiber
- B. Crossover
- C. Coaxial
- D. UTP
- E. STP

Answer: A,E

Explanation:

QUESTION NO: 279

While installing a program in Windows Vista the technician finds that the program being installed is

for Windows XP. Which of the following is the BEST solution to this problem?

- A. Inform the user that a new program will need to be purchased that is compatible with Vista.
- B. Set up a dual boot on the machine with Windows XP.
- C. Set the compatibility mode to Windows XP in properties.
- D. Install the software on the Vista machine; all programs are compatible between the OS versions.

Answer: C

Explanation:

QUESTION NO: 280

While changing a toner cartridge in a printer, a user spilled some toner. A technician noticed and offered to help clean it up. Which of the following tools would be MOST appropriate?

- A. Damp cloth
- B. Lint free cloth
- C. Computer vacuum
- D. Compressed air

Answer: A

Explanation:

QUESTION NO: 281

802.11g has a MAXIMUM speed of up to:

- A. 2.4Mbps.
- B. 11Mbps.
- C. 54Mbps.
- D. 100Mbps.

Answer: C

Explanation:

QUESTION NO: 282

Multiple users report that the network color printer is not printing in color, but only in monochrome.

The technician knows the print server had maintenance done over the weekend that included driver updates. The NEXT action would be to:

- A. flash the firmware on the printer to match the new driver.
- B. check the printer properties on the server.
- C. power cycle the printer to update the driver.
- D. have each user remove and re-install the printer to update the driver.

Answer: B

Explanation:

QUESTION NO: 283

An end user reports that their computer is making noise constantly. The technician notes that the hard drive activity light is on frequently. The technician finds plenty of free space on the drive. Which of the following BEST explains why the drive light is continuously active?

- A. The system has a fragmented hard drive.
- B. The drive interface needs to be changed.
- C. The user has too many documents on the hard drive.
- D. The system page file has an issue

Answer: A

Explanation:

QUESTION NO: 284

When working within large computer networks, which of the following is the disadvantage of using NETBEUI over TCP/IP? (Select TWO).

- A. NETBEUI is designed to be used on small size LANs.
- B. NETBEUI is unavailable on non-Windows operating systems.
- C. NETBEUI can only be used on pre-Windows NT networks.
- D. NETBEUI is not a mutable protocol.
- E. NETBEUI can only be used with DHCP.

Answer: A,D

Explanation:

QUESTION NO: 285

Which of the following describes a Quad Core processor?

- A. A CPU with four direct channels to the FSB.
- B. Four CPU cores operating off one CPU package.
- C. A PC with four unique processors.
- D. A CPU with four cache memory locations.

Answer: B

Explanation:

QUESTION NO: 286

Which of the following is the MAXIMUM theoretical range of Bluetooth Class 2?

- A. 1 meter (3 feet)
- B. 10 meters (33 feet)
- C. 30 meters (98 feet)
- D. 100 meters (328 feet)

Answer: B

Explanation:

QUESTION NO: 287

Which of the following describes actions in which a person gains access and permission by preying on the good nature of people?

- A. Social engineering
- B. Brute force
- C. Hacking
- D. Phreaking

Answer: A

Explanation:

QUESTION NO: 288

Which of the following adapter types will use a RJ-45 connector?

- A. NIC
- B. Video
- C. Sound
- D. Dial-up modem

Answer: A

Explanation:

QUESTION NO: 289

Which of the following command line paths shows the recovery console's installation?

- A. D:\i386\tools\console
- B. D:\i386\tools/cmdcons
- C. D:\i386\utilities\console
- D. D:\i386\winnt32/cmdcons

Answer: C

Explanation:

QUESTION NO: 290

All of the following are susceptible to EMI EXCEPT:

- A. RJ-11.
- B. Coaxial cable.
- C. RJ-45.
- D. Fiber optic.

Answer: D

Explanation:

QUESTION NO: 291

Which of the following is the MOST common way to cool a CPU?

- A. Water cooling
- B. Heat sink
- C. Case fan

D. Air conditioning

Answer: C

Explanation:

QUESTION NO: 292

A print job fails to leave the queue. Which of the following services may need to be restarted?

- A. Printer Driver
- B. Windows Spool Service
- C. Print Spooler
- D. NIC driver

Answer: C

Explanation:

QUESTION NO: 293

A duplexer unit has been added to an existing laser printer. The printer prints normally but it will not print on both sides of the paper. Which of the following is the FIRST action a technician should take when addressing this issue?

- A. Update the printer firmware to the latest version for duplexing.
- B. Delete the printer queue and recreate it.
- C. Check the manufacturer's documentation and website for any known problems with the duplexer unit.
- D. Check the configuration settings of the printer for duplex enabled.

Answer: D

Explanation:

QUESTION NO: 294

A user running Windows XP reports that their computer has not been printing any subsequent documents since a printer jam occurred earlier that day. The printer is now working normally for other users. Before rebooting the computer, which of the following is the FIRST step the technician should take?

- A. Remove and re-add the printer.
- B. Restart the print spooler service.
- C. Reset the maintenance page count on the printer.
- D. Attempt to print a test page

Answer: B

Explanation:

QUESTION NO: 295

Which of the following utilities is used for troubleshooting video issues?

- A. REGEDIT
- B. DXDIAG
- C. DCDIAG
- D. MSCONFIG

Answer: B

Explanation:

QUESTION NO: 296

A user calls about the network being slow and asks if anyone else has reported the issue. Which of the following questions should the technician respond with?

- A. "Are you watching streaming media?"
- B. "Are you playing Internet games?"
- C. "Is this business related or for personal use?"
- D. "Have any recent changes been made to the computer?"

Answer: D

Explanation:

QUESTION NO: 297

A new video card requires a 600 watt power supply. The power supply should have how many pins on the main cable?

- A. 12
- B. 20
- C. 24
- D. 26

Answer: C

Explanation:

QUESTION NO: 298

Which of the following needs to happen after connecting a new device to a computer?

- A. Configure device settings
- B. Update the OS
- C. Reboot the computer
- D. Install the device driver

Answer: D

Explanation:

QUESTION NO: 299

A customer is experiencing unusual problems with a printer due to voltage fluctuations in the wall outlet. Which of the following should be used to eliminate the fluctuations?

- A. Multimeter
- B. Ohm meter
- C. UPS
- D. Surge protector

Answer: D

Explanation:

QUESTION NO: 300

Which of the following protocols is used to connect to a secure Internet website?

- A. POP3
- B. FTP

- C. HTTPS
- D. HTTP

Answer: C

Explanation:

QUESTION NO: 301

Which of the following utilities can be used to find the default gateway?

- A. IPCONFIG
- B. DXDIAG
- C. PING
- D. TELNET

Answer: A

Explanation:

QUESTION NO: 302

Which of the following protocols uses port 21?

- A. Telnet
- B. FTP
- C. HTTP
- D. POP3

Answer: B

Explanation:

QUESTION NO: 303

A technician attempts to install Windows XP on a new Windows Vista PC but gets an error stating that setup did not detect any valid hard disks. Which of the following is MOST likely the cause of this error?

- A. The hard drive is too large for Windows XP to recognize.
- B. The hard drive is defective and needs to be replaced.
- C. The user needs to call Microsoft and verify that the Windows copy is registered with the DRM.

D. Windows XP does not natively support SATA controllers.

Answer: D

Explanation:

QUESTION NO: 304

Which of the following utilities is used to realign data in sectors placing empty space together?

- A. Scandisk
- B. System Restore
- C. Check Disk
- D. Defrag

Answer: D

Explanation:

QUESTION NO: 305

Which of the following is the BEST technology to use for a laptop connecting remotely to the corporate network?

- A. Modem
- B. Infrared
- C. Cellular WAN
- D. Ethernet

Answer: D

Explanation:

QUESTION NO: 306

Which of the following utilities can be scheduled to run on boot to verify file system integrity?

- A. DEFRAG
- B. CHKDSK
- C. MSCONFIG
- D. TSKMGR

Answer: B

Explanation:

QUESTION NO: 307

In which of the following is the boot device order configured?

- A. Device Manager
- B. Services
- C. BIOS
- D. MSCONFIG

Answer: C

Explanation:

QUESTION NO: 308

Which of the following bus slots is in a laptop?

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

Answer: B

Explanation:

QUESTION NO: 309

Computers should NEVER be placed on which of the following materials?

- A. Carpet
- B. Wood
- C. Tile
- D. Plastic

Answer: D

Explanation:

QUESTION NO: 310

Which of the following memory types has a clock speed of 400MHz?

- A. PC133
- B. PC2700
- C. PC3200
- D. PC10600

Answer: C

Explanation:

QUESTION NO: 311

A technician receives a Windows laptop that has not been operating correctly since a user changed some registry settings by mistake. Which of the following should be attempted FIRST?

- A. Reset the CMOS
- B. Rollback to a restore point
- C. Boot into Safe Mode
- D. Reconfigure the BIOS

Answer: B

Explanation:

QUESTION NO: 312

A technician encounters an IP address of 191.15.20.1. The IP address is a member of which of the following classes?

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

Answer: B

Explanation:

QUESTION NO: 313

Which of the following cables allows for the transfer of video and sound?

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

Answer: D

Explanation:

QUESTION NO: 314

Which of the following is placed directly on the CPU in a new computer system to aid in the cooling process?

- A. Heatsink
- B. Fan
- C. Liquid cooling system
- D. Thermal compound

Answer: D

Explanation:

QUESTION NO: 315

When determining a customer's specific issue, which of the following is the BEST approach?

- A. Ask the customer to speak with someone else that may be able to help.
- B. Ask open-ended questions to narrow the scope of the problem.
- C. Ask a co-worker what the customer is trying to explain.
- D. Ask focused questions that lead the customer with yes or no answers.

Answer: B

Explanation:

QUESTION NO: 316

Which of the following printer types is the BEST for a technician to recommend to a company needing to print 10,000 black and white pages per month?

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

Answer: A

Explanation:

QUESTION NO: 317

Which of the following keyboard combinations will lock a Windows XP workstation?

- A. Windows Key + L
- B. CTRL + ALT + Delete
- C. Windows Key + CTRL + Backspace
- D. Windows Key + CTRL + Escape

Answer: A

Explanation:

There are several ways to lock your Windows XP computer, but all of them use the same command line. The method you choose is a matter of personal preference.

1.via the keyboard

The easiest way to lock Windows XP is by simply pressing the Windows logo key and the letter L (for Lock) on a Microsoft Natural Keyboard or any other compatible keyboard that includes the Window key. Doing so will pop up the Unlock Computer Password box.

2.via a Shortcut.

If you don't have a keyboard with a Window key or simply don't like the keyboard method, then here's how you can make a desktop shortcut to lock your computer.

Right click an empty area of your desktop, choose New/Shortcut and enter this line as the command line:

```
rundll32.exe user32.dll, LockWorkStation
```

Click Next. Name the shortcut whatever you prefer and click Finish. That's it.

If you'd like to change the icon, just right click the shortcut and go to Properties/Shortcut/Change Icon.

3.via the command line

The above command line can also be used at a DOS prompt to lock your computer. One simple way you can do it would be by clicking Start/Run, typing CMD and then entering the command and pressing Enter.

4.via a bat file

Reference: <http://pubs.logicalexpressions.com/pub0009/lpmarticle.asp?id=70>

QUESTION NO: 318

A customer wants to be able to search the Internet wirelessly with their laptop, from any location. Which of the following devices would be MOST effective in achieving this?

- A. Bluetooth card
- B. 802.11 a/b/g WiFi card
- C. 802.11n WiFi card
- D. Cellular WAN card

Answer: D

Explanation:

QUESTION NO: 319

A customer wants to connect an external projector to a laptop. The projector is plugged into the external video port but no video is shown on the projector. Which of the following will correct the problem?

- A. Upgrade the BIOS.
- B. Release the LCD cutoff switch.
- C. Toggle the WiFi switch.
- D. Toggle the Fn key.

Answer: D

Explanation:

QUESTION NO: 320

A technician has determined that the primary hard drive has failed and the defective hard drive has been replaced. According to the troubleshooting process, which of the following steps would come NEXT?

- A. Document the setting.
- B. Establish a probable cause.
- C. Verify full system operation.
- D. Question the user.

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

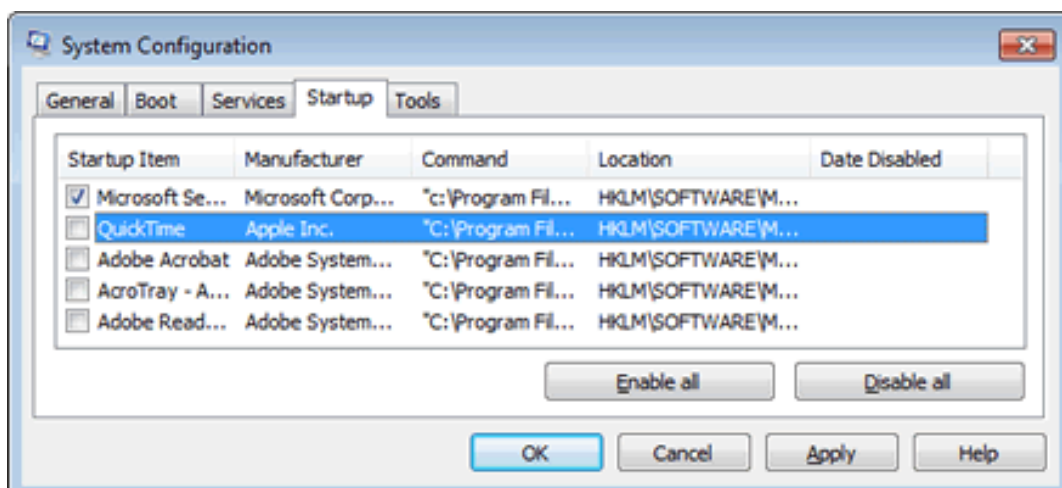
QUESTION NO: 321

Which of the following commands is used to bring up the interface that allows a technician to edit startup services and applications?

- A. msinfo32
- B. cmd
- C. dxdiag
- D. msconfig

Answer: D**Explanation:**

Built into Windows is a special tool called the "Microsoft System Configuration Utility" or simply "MSCONFIG." Designed to help you troubleshoot problems with your computer, MSCONFIG can also be used to ensure that your computer boots faster and crashes less.



Most people know that the more programs you have running on your computer at once, the more likely it is that your computer will either run slowly or even crash. What most people don't know is that every time you boot your computer a whole mess of "hidden" programs load in the background. Some of these hidden programs are essential, but most aren't. Turning off some of these hidden programs can significantly increase your computer's performance and reliability.

QUESTION NO: 322

Which of the following Windows Vista versions can be installed on a system with 512MB of RAM and a 40GB HDD?

- A. Home Basic
- B. Home Premium
- C. Ultimate
- D. Business

Answer: A

Explanation:

QUESTION NO: 323

Which of the following is an example of a manufacturer's image stored on a hard drive?

- A. Factory Recovery Partition
- B. OEM Version
- C. Recovery CD
- D. Network Install

Answer: A

Explanation:

QUESTION NO: 324

802.11n has the potential to support up to:

- A. 11Mbps.
- B. 20Mbps.
- C. 54Mbps.
- D. 100Mbps.

Answer: D

Explanation:

QUESTION NO: 325

A CRT monitor is flickering very rapidly, making it very uncomfortable to view. This can be corrected by:

- A. Adjusting the refresh rate.
- B. Adjusting the dot pitch.
- C. Degaussing the monitor.
- D. Adjusting the resolution.

Answer: A

Explanation:

QUESTION NO: 326

A PC is having its PSU replaced and the new PSU has a connector that is too large for the motherboard's socket. Which of the following is needed to solve this issue?

- A. The PC needs a NLX to ATX adapter.
- B. The PC needs a 26-to-20 pin ATX adapter.
- C. The PC needs a 24-to-20 pin ATX adapter.
- D. The PC needs an AT-to-ATX adapter.

Answer: C

Explanation:

QUESTION NO: 327

Every time the computer starts a technician receives a message saying that the computer case has been opened. Which of the following can be disabled in the BIOS to prevent this message from appearing?

- A. Trusted Platform Module (TPM)
- B. Intrusion detection
- C. WiFi Protected Access (WPA)
- D. Firewall

Answer: B

Explanation:

QUESTION NO: 328

Which of the following media types is MOST affected by the RPM rating?

- A. SDD
- B. Flash
- C. Tape
- D. HDD

Answer: D

Explanation:

QUESTION NO: 329

A technician downloads an updated version of the driver for a sound card in Windows XP. After extracting the driver, how would the technician update the driver?

- A. Device Manager> expand 'Sound, video and game controllers'>double click on the name of the sound card> Troubleshoot'
- B. Start > Control Panel > Administrative Tools > Update Drivers>double click on 'Sound Card'
- C. Start > Control Panel > Administrative Tools > Sound Devices > 'Update Driver'
- D. Device Manager>Driver tab> Update Driver> Double click on the name of the sound card under 'Sound, video and game controllers'

Answer: D

Explanation:

QUESTION NO: 330

Which of the following connectors are used for musical equipment?

- A. DVI
- B. MIDI
- C. 6-pin mini-DIN
- D. HDMI

Answer: B

Explanation:

QUESTION NO: 331

Which of the following broadband technologies provides the FASTEST bandwidth speeds?

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

Answer: D

Explanation:

QUESTION NO: 332

Which of the following Windows utilities will identify issues with drivers and programs running under Windows XP?

- A. System Information
- B. Hardware Compatibility List
- C. Dr. Watson
- D. Program Compatibility Wizard

Answer: D

Explanation:

QUESTION NO: 333

Which of the following IP ranges is Class C?

- A. 192.0.0.0-223.255.255.255
- B. 128.0.0.0-191.255.255.255

- C. 1.1.1.1-126.255.255.255
- D. 224.0.0.0-255.255.255.0

Answer: A

Explanation:

QUESTION NO: 334

In the laser printing process, which of the following is true?

- A. A wax-based substance is melted and applied directly to the media.
- B. Toner is applied to a photoconductor and transferred to the media.
- C. Heat is applied to heat-sensitive media to create an image.
- D. Toner is sprayed to the media.

Answer: B

Explanation:

QUESTION NO: 335

A computer fails POST with 1 long, and 2 short beeps. Which of the following components has MOST likely failed?

- A. Sound card
- B. Power supply
- C. NIC
- D. Video card

Answer: D

Explanation:

IBM BIOS beep codes

Below are IBM BIOS Beep codes that can occur. However, because of the wide variety of models shipping with this BIOS, the beep codes may vary.

Beep Code

Description

No Beeps

No Power, Loose Card, or Short.

1 Short Beep

Normal POST, computer is ok.

2 Short Beep

POST error, review screen for error code.

Continuous Beep

No Power, Loose Card, or Short.

Repeating Short Beep

No Power, Loose Card, or Short.

One Long and one Short Beep

Motherboard issue.

One Long and Two Short Beeps

Video (Mono/CGA Display Circuitry) issue.

One Long and Three Short Beeps.

Video (EGA) Display Circuitry.

Three Long Beeps

Keyboard / Keyboard card error.

One Beep, Blank or Incorrect Display

Video Display Circuitry.

QUESTION NO: 336

Which of the following wireless network features grants the ability to select which devices connect to a wireless network based on a device's hardware address?

- A. WPA encryption
- B. MAC filtering
- C. NAT translation
- D. SSID broadcasting

Answer: B

Explanation:

QUESTION NO: 337

Which of the following connector types is used on CAT5e cable?

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

Answer: A

Explanation:

QUESTION NO: 338

A technician is installing Windows Vista onto a new computer locally. Which of the following describes the method the technician would MOST likely use?

- A. Floppy
- B. DVD
- C. Blu-Ray
- D. PXE

Answer: B

Explanation:

QUESTION NO: 339

A technician is repairing a keyboard issue, in which the keys are not typing anything within document editing software. After questioning the user, the technician discovers that the user was eating lunch while typing the document. The technician comes to the conclusion that liquid was spilled onto the keyboard. According to the troubleshooting theory, which of the following would be the NEXT step to follow?

- A. Ask the user open-ended questions.
- B. Make closing notes of the repair.
- C. Replace the keyboard with a new keyboard.
- D. Verify the system functionality.

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.

5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 340

A technician is attempting to troubleshoot an inkjet printer. The printer successfully feeds paper through the unit while running the manufacturer's print test, but nothing is being printed on the paper. Which of the following should the technician do FIRST?

- A. Check the ink cartridges for proper ink levels.
- B. Check the toner levels in the printer.
- C. Replace the fuser in this printer.
- D. Update the firmware in the printer.

Answer: A

Explanation:

QUESTION NO: 341

ATX power supplies normally provide which of the following voltages? (Select TWO).

- A. 3.3
- B. 5
- C. 6
- D. 15
- E. 24

Answer: A,B

Explanation:

The power distribution specification defined that most of PSU's power should be provided on 5 V and 3.3 V rails, because most of the electronic components (CPU, RAM, chipset, PCI, AGP and ISA cards) used 5 V or 3.3 V for power supply.

QUESTION NO: 342

Which of the following devices will allow a technician to use a single set of input devices on

several computers?

- A. Barcode reader
- B. Smart card reader
- C. KVM
- D. SCSI

Answer: C

Explanation:

QUESTION NO: 343

The user has just installed a new video game on their computer, when the video game starts the computer crashes. Which of the following should the technician perform FIRST?

- A. Update the video driver
- B. Roll back the video driver
- C. Run a System Defragmentation
- D. Perform a System Restore

Answer: A

Explanation:

QUESTION NO: 344

Thermal compound is designed to do which of the following?

- A. Insulate a component from the friction of the heatsink
- B. Reduce heat on a component through evaporation
- C. Provide for heat transfer from a component to the heatsink
- D. Quiet any vibration to a heatsink from a fan

Answer: A

Explanation:

Thermal compound is designed to insulate a component from the friction of the heatsink. It is a sticky paste and an interface material with a high thermal conductivity. It is used to fill the gaps

between the CPU and the heat sink because gaps have a very negative effect on the heat transfer.

QUESTION NO: 345

Which of the following ports need to be turned off on a firewall to block Telnet?

- A. 21
- B. 23
- C. 25
- D. 80

Answer: B

Explanation:

QUESTION NO: 346

A technician needs to remotely access a user's PC in order to resolve a problem. Upon making the connection, the technician discovers the customer has a confidential document open. Which of the following steps would be BEST to take?

- A. Close the document without commenting to the user and proceed with the work.
- B. Ask the user to close the document so that the work can proceed.
- C. Copy the document to a network drive as a backup so that work can proceed.
- D. Leave the document open and do not mention it to the user and proceed with the work.

Answer: B

Explanation:

QUESTION NO: 347

Which of the following is a characteristic of a plenum-rated cable?

- A. Recommended for analog phone lines
- B. Flexible PVC outer jacket
- C. Recommended for ceiling use only

D. Recommended for use in HVAC

Answer: D

Explanation:

QUESTION NO: 348

In the past there has been a series of thefts including laptops with personal information on them. Which of the following is the BEST way to protect the personal information and prevent unauthorized access to the information in the event that a laptop is stolen?

- A. Power on password
- B. Intrusion detection
- C. Complex logon passwords
- D. Drive lock

Answer: A

Explanation:

You can add a Power On password to your computer or laptop for added security. When the system is first turned on it will prompt for the Power On password. Without it the computer will not continue to boot.

QUESTION NO: 349

Which of the following connectors uses up to four pairs of wires when crimped?

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

Answer: A

Explanation:

QUESTION NO: 350

A technician is trying to install a previous-generation expansion card into their new laptop.

However, the card refuses to fit into the expansion slot. Which of the following is MOST likely the reason?

- A. The card needs to have the compatibility jumpers set before it can be installed into the system.
- B. The card is a PCI Express card and the laptop supports PCMCIA.
- C. The expansion slot needs to be enabled in the BIOS first.
- D. The card is a PCMCIA card and the laptop supports PCI Express cards.

Answer: D

Explanation:

QUESTION NO: 351

A computer displays an error upon booting which says 'Operating System Not Found.' It has a USB flash drive, USB printer, and USB webcam installed and connected. Which of the following is MOST likely preventing the machine from booting normally?

- A. The computer needs to be manually configured to boot off the internal SATA hard disk drive upon startup.
- B. The computer's BIOS has the flash drive above the hard disk in the boot order priority list.
- C. The computer's BIOS has 'Full' set instead of 'High Speed' under the USB settings area.
- D. The computer's BIOS has the USB printer below the hard disk in the boot order priority list.

Answer: B

Explanation:

QUESTION NO: 352

A laptop with an integrated 802.11 b/g card is unable to connect to any wireless networks. The laptop was previously able to connect to wireless networks. Which of the following is MOST likely the cause of this issue?

- A. The wireless card is disabled in BIOS.
- B. The wireless card drivers are not installed.
- C. The wireless hardware switch is turned off.
- D. The wireless card firmware requires an update.

Answer: C

Explanation:

QUESTION NO: 353

Which of the following adapter cards would need to be installed in a computer to allow printing to the LPT1 port?

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

Answer: B

Explanation:

A parallel port is a type of interface found on computers (personal and otherwise) for connecting various peripherals. In computing, a parallel port is a parallel communication physical interface. It is also known as a printer port or Centronics port.

Port addresses

Traditionally IBM PC systems have allocated their first three parallel ports according to the configuration in the table below.

PORT NAME**Interrupt #****Starting I/O****Ending I/O**

LPT1

IRQ 7

0x3bc

0x3bf

LPT2

IRQ 7

0x378

0x37f

LPT3

IRQ 5

0x278

0x27f

QUESTION NO: 354

A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?

- A. USB cable
- B. AC adapter
- C. PCMCIA card
- D. Replacement battery

Answer: B

Explanation:

QUESTION NO: 355

A user has reported that the PC is not printing. Which of the following should the technician do FIRST?

- A. Replace the user's computer with a new one
- B. Question the user as to when the problem started to occur
- C. Clear the print queue of all current jobs
- D. Reinstall the print drivers on the user's computer

Answer: B

Explanation:

QUESTION NO: 356

After hardware upgrades have been installed, the technician boots the computer system. No display output is observed but a beeping is heard from the computer. Which of the following is the MOST likely issue?

- A. Hard drive cables are not connected.
- B. BIOS chips are not seated properly.
- C. The power supply is not functioning.
- D. Video card is not seated properly.

Answer: D

Explanation:

QUESTION NO: 357

A technician is servicing a customer's color laser printer and notices excess toner in the printer. Which of the following tools would BEST assist the technician in removing the excess toner?

- A. Damp towel
- B. Compressed air
- C. Alcohol wipe
- D. Computer vacuum

Answer: D

Explanation:

QUESTION NO: 358

Which of the following can display statistical data regarding CPU usage, memory usage, and NIC activity?

- A. Hardware Profiles
- B. Event Viewer
- C. Device Manager
- D. Performance Monitor

Answer: D

Explanation:

QUESTION NO: 359

Which of the following is a best practice when installing multiple new internal devices and several software programs?

- A. Update the system BIOS
- B. Make a backup
- C. Boot in to Safe Mode
- D. Remove all external devices

Answer: B

Explanation:

QUESTION NO: 360

Which of the following IP ranges is Class A?

- A. 128.0.0.0-191.255.255.255

- B. 192.0.0.0-223.255.255.255
- C. 224.0.0.0-255.255.255.0
- D. 1.1.1.1-126.255.255.255

Answer: D

Explanation:

QUESTION NO: 361

Which of the following memory speeds is found with SDRAM?

- A. PC3200
- B. PC2700
- C. DDR3-16000
- D. PC100

Answer: D

Explanation:

QUESTION NO: 362

Which of the following is considered to be an effect of static electricity?

- A. POST error code 501
- B. Component failures
- C. Bad sectors on an HDD
- D. Poor power regulation

Answer: B

Explanation:

QUESTION NO: 363

Which of the following is the system bus speed of a PC2700 memory?

- A. 133MHz
- B. 166MHz
- C. 266MHz
- D. 333MHz

Answer: D

Explanation:

QUESTION NO: 364

Which of the following should the technician verify FIRST if the customer reports that a laptop battery is not charging?

- A. Remove all unneeded peripherals
- B. Check the LCD cutoff switch
- C. Verify backlight functionality
- D. Swap the AC adapter

Answer: D

Explanation:

QUESTION NO: 365

Which of the following devices is MOST likely used for data backups and stored off site?

- A. Tape drive
- B. Flash drive
- C. CD-RW
- D. Blu-Ray

Answer: A

Explanation:

QUESTION NO: 366

Which of the following is used to display real-time disk operation information in Windows 2000 Professional?

- A. Task Manager
- B. Disk Part
- C. Disk Management
- D. Performance Monitor

Answer: D

Explanation:

QUESTION NO: 367

Which of the following cables has a MAXIMUM recommended cable length of 100 meters (328 feet)?

- A. Fiber
- B. CAT3
- C. Coaxial
- D. CAT5

Answer: D

Explanation:

QUESTION NO: 368

Which of the following wireless security options offer the HIGHEST level of wireless network protection?

- A. Port blocking
- B. WPA
- C. MAC filtering
- D. WPA2

Answer: D

Explanation:

QUESTION NO: 369

A technician has been asked to provide information on a new solvent being stored in the work area. Which of the following sources should the technician consult?

- A. Internet
- B. Manager
- C. MSDS
- D. Container

Answer: C

Explanation:

QUESTION NO: 370

A customer has asked a technician what the difference is between a slower and faster RPM hard disk drive. Which of the following would be the BEST way to explain this to the customer?

- A. Create an analogy comparing drive speeds to CPU speeds.
- B. Simply state the specifications of both hard drives.
- C. Give the user several technical websites to research.
- D. Compare the two hard disk speeds using a well-known story.

Answer: D

Explanation:

QUESTION NO: 371

A user reports that a laptop keyboard needs to be replaced because a certain key does not work. Which of the following is the FIRST option to take?

- A. Connect an external keyboard to test the issue.
- B. Test the RAM because the keyboard buffer appears to be the problem.
- C. Replace the laptop.
- D. Replace the RAM.

Answer: A

Explanation:

QUESTION NO: 372

When upgrading to a newer version of an OS, which of the following are best practices? (Select TWO).

- A. Upgrade the processor
- B. Update the BIOS
- C. Delete existing programs
- D. Upgrade the firmware
- E. Delete personal data

Answer: B,D

Explanation:

QUESTION NO: 373

While a technician is working on an employee's computer, another user begins asking irrelevant questions. It is inhibiting progress because the technician cannot concentrate and becomes irritated. Which of the following is the BEST course of action?

- A. Take a long break to step away to relax and refocus.
- B. Leave the station and call another technician to complete the repair.
- C. Request the manager to assist in the situation.
- D. Politely inform the user that all questions will be answered later.

Answer: D

Explanation:

QUESTION NO: 374

A technician receives a computer that is having trouble printing to a network printer. After checking to make sure the network printer is available, the technician checks the port the printer is assigned to and finds it is set to LPT1:. Which of the following locations did the technician use to view the port settings?

- A. Start>Settings>Network Connections
- B. Start>Settings>Control Panel>Administrative Tools
- C. Start>Settings>Control Panel>Accessibility Options
- D. Start>Settings>Printers & Faxes

Answer: D

Explanation:

QUESTION NO: 375

A technician is installing a motherboard that has a 24-pin connector from the power supply to the motherboard. Which of the following devices are the additional four pins used?

- A. Extra drives
- B. The processor

- C. Extra RAM
- D. Cooling system

Answer: B

Explanation:

QUESTION NO: 376

Items that may be added to the Sidebar in Windows Vista are known as what?

- A. Applets
- B. Features
- C. Widgets
- D. Gadgets

Answer: D

Explanation:

QUESTION NO: 377

On a Windows computer, a user is unable to print documents to locally attached printers or network printers. The user was able to print previously. Which of the following is the MOST likely cause of this issue?

- A. Incompatible cabling
- B. Printer hardware problem
- C. Incompatible print driver
- D. Print spooler is not running

Answer: D

Explanation:

QUESTION NO: 378

Which of the following should a technician avoid when dealing with a customer?

- A. Personal calls
- B. Cultural sensitivity
- C. Timeliness

D. Positive attitude

Answer: A

Explanation:

QUESTION NO: 379

Which of the following should be done to remove dust from the inside of a computer case?

- A. Use a lint free cloth and glass cleaner
- B. Use a dry paper towel and an anti-static strap
- C. Use a slightly damp cloth and a vacuum
- D. Use compressed air and a lint free cloth

Answer: D

Explanation:

QUESTION NO: 380

Which of the following WLAN protocols is in the 2.4GHz band with a maximum data rate of 11Mbps?

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

Answer: B

Explanation:

QUESTION NO: 381

Which of the following software options would BEST protect against trojans and worms?

- A. Anti-spyware software
- B. Anti-adware software
- C. Anti-virus software
- D. Anti-spam software

Answer: C

Explanation:

QUESTION NO: 382

Which of the following provides a connection for an external keyboard, mouse, printer, monitor, and network when using a laptop?

- A. Bluetooth
- B. Network hub
- C. Docking station
- D. Infrared

Answer: C

Explanation:

QUESTION NO: 383

A user is explaining an issue that they are having with their workstation. After they finish explaining, a technician's NEXT course of action should be to:

- A. Provide proper documentation on the services provided.
- B. Listen and do not interrupt the customer.
- C. Offer different repair options for the user's convenience.
- D. Restate the issue or question to verify understanding.

Answer: D

Explanation:

QUESTION NO: 384

Which of the following is the MAIN purpose of the Recovery Console in Windows XP?

- A. Allow the restoration of a previously made image of a desktop through the command prompt.
- B. Provide a way to recover corrupted print jobs through the command prompt.
- C. Delete a virus that has infected the hard drive through the command prompt.
- D. Provide a way to access the hard drive in an emergency through the command prompt.

Answer: D

Explanation:

QUESTION NO: 385

Which of the following is an example of a Class D IP address?

- A. 192.0.0.0
- B. 127.255.255.255
- C. 255.255.255.255
- D. 224.0.0.0

Answer: D

Explanation:

QUESTION NO: 386

Which of the following removable storage devices is MOST likely used to duplicate bootable media?

- A. SD card
- B. Zip drive
- C. Blu-Ray
- D. DVD-RW

Answer: D

Explanation:

QUESTION NO: 387

Which of the following describes the process of scheduling multiple processes simultaneously amongst multiple logical processors?

- A. Hyper-threading
- B. SpeedStep technology
- C. Quad core processing
- D. Dual core processing

Answer: A

Explanation:

QUESTION NO: 388

Which of the following is the reason why 64 is contained in the processor names, AMD Athlon 64 and 64 FX?

- A. The processors contain 64K new transistors.
- B. The processors have an additional 64 instruction sets.
- C. The processors provide a 64-bit register.
- D. The processors are made with a 64nm manufacturing process.

Answer: C

Explanation:

QUESTION NO: 389

Which of the following data security features requires an external device embedded with integrated circuits for authentication purposes?

- A. Stylus
- B. Smart card
- C. Biometrics
- D. Password

Answer: B

Explanation:

A smart card is a device that includes an embedded integrated circuit that can be either a secure microcontroller or equivalent intelligence with internal memory or a memory chip alone. The card connects to a reader with direct physical contact or with a remote contactless radio frequency interface.

QUESTION NO: 390

Which of the following file systems **MUST** be used when implementing EFS?

- A. FAT32
- B. FAT
- C. NTFS

D. CDFS

Answer: C

Explanation:

QUESTION NO: 391

Which of the following expansion ports would provide the BEST performance for a new video card?

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

Answer: B

Explanation:

QUESTION NO: 392

A technician cannot get the Windows XP installation routine to recognize the SATA hard drive. Which of the following is the MOST likely reason?

- A. The hard drive needs ATA drivers loaded via the F6 option during install.
- B. The hard drive did not have the jumpers configured correctly and needs to be checked.
- C. The hard drive is incompatible with Windows XP and needs replacement.
- D. The hard drive needs SATA drivers loaded via the F6 option during install.

Answer: D

Explanation:

Windows XP install routine does not natively contain SATA drivers in it. You have to install SATA drivers manually before Win XP is able to recognize your SATA HDD. After you boot to Windows XP CD (BIOS must be configured to boot from CD-ROM drive, otherwise it may try to boot from floppy), it will ask you if you want to install drivers. Just at this point press F6 and show the drivers on the floppy.

QUESTION NO: 393

Which of the following expansion devices would allow a user to utilize multiple hardware profiles to control an external display and power option?

- A. PCI Express card
- B. KVM
- C. PCMCIA card
- D. Docking station

Answer: D

Explanation:

QUESTION NO: 394

A technician has a security device which displays a number that changes overtime. Of which of the following is this an example of?

- A. A smart card reader
- B. A token device
- C. A biometric device
- D. An RFID scanner

Answer: B

Explanation:

QUESTION NO: 395

A user's hard drive is failing. Before the drive is replaced, which of the following troubleshooting steps should be done?

- A. Establish a theory of probable cause
- B. Identify the problem
- C. Perform a backup
- D. Identify user changes to the computer

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root

cause analysis.

3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 396

Which of the following commands would a technician use to launch the Services MMC in Windows Vista?

- A. services.mmc
- B. gpedit.exe
- C. msinfo32.exe
- D. services.msc

Answer: D

Explanation:

There are two ways to view Services on your computer. The first is to use the MS Configuration Utility by typing msconfig.exe in the Run box accessed via the Start Menu, followed by clicking the Services tab. If you want a quick visual of which items are running or stopped, this is fine, but the information is limited. The preferred way to make changes to services is to launch services.msc from the Run option on the Start Menu. The Services window will open.

QUESTION NO: 397

Which of the following utilities can an administrator use to manage hardware, software and network components?

- A. Device Manager
- B. MMC
- C. MSINF032
- D. MSCONFIG

Answer: B

Explanation:

QUESTION NO: 398

802.11g has the potential to support up to:

- A. 11Mbps.
- B. 50Mbps.
- C. 54Mbps.
- D. 100Mbps.

Answer: C

Explanation:

QUESTION NO: 399

Which of the following BEST provides intrusion prevention for a LAN from a remote location?

- A. Firewall
- B. Smart cards
- C. Passwords
- D. Biometrics

Answer: A

Explanation:

QUESTION NO: 400

A BSOD in Windows provides which information?

- A. Driver updates for new installations
- B. Save information for critical files before system shut down
- C. Diagnostic purposes of a critical system error
- D. A detailed description and remedy of a software related problem

Answer: C

Explanation:

The Blue Screen Of Death (also known as BSoD or bluescreen), known officially as a Stop Error or a bug check is the error screen displayed by the Microsoft Windows family of operating systems

upon encountering a critical error, of a non-recoverable nature, that causes the system to "crash." The term is named after the color of the screen generated by the error.

QUESTION NO: 401

Which of the following versions of Microsoft Windows includes Media Center?

- A. Windows Vista Ultimate
- B. Windows Vista Home
- C. Windows XP Home
- D. Windows XP Professional

Answer: A

Explanation:

QUESTION NO: 402

Which of the following may cause RFI on a wireless network? (Select TWO).

- A. Cordless phone
- B. LCD
- C. Magnet
- D. Microwave
- E. CRT

Answer: A,D

Explanation:

QUESTION NO: 403

When looking for 32-bit applications installed on a 64-bit version of Windows Vista, a technician should look in which of the following default locations?

- A. C:\Windows\System32
- B. C:\ProgramFiles
- C. C:\Users\
- D. C:\Program Files (x86)

Answer: D

Explanation:

64-bit apps default to C:\Program Files while 32-bit apps default to C:\Program Files (x86).

QUESTION NO: 404

A laptop's battery will not charge. Which of the following BEST solves this issue?

- A. Remove all unneeded peripherals
- B. Toggle the Fn keys
- C. Swap the A/C adapter
- D. Plug the laptop into a UPS

Answer: C

Explanation:

QUESTION NO: 405

A technician needs to upgrade the memory in a laptop. Which of the following memory types would be the correct type?

- A. RIMM
- B. DDR RAM
- C. SDRAM
- D. SODIMM

Answer: D

Explanation:

QUESTION NO: 406

Which of the following MOST accurately describes a VPN?

- A. A security encryption feature that encrypts wireless traffic with an access point for communication.
- B. A private tunnel through the Internet to securely communicate with a remote network.
- C. A network which has no connection to the Internet and is private by design.
- D. A security feature that throttles bandwidth and closes ports when possible virus traffic is

detected.

Answer: B

Explanation:

QUESTION NO: 407

A technician needs to configure a workstation for Wake on LAN. Where can the technician configure this setting?

- A. BIOS
- B. Control Panel
- C. Internet Explorer Properties
- D. Windows Power Management

Answer: A

Explanation:

QUESTION NO: 408

Which of following motherboard expansion slots supports a HD video card? (Select TWO).

- A. PCIe
- B. ISA
- C. AGP
- D. EISA
- E. CNR

Answer: A,C

Explanation:

QUESTION NO: 409

The POST process of a computer is designed to:

- A. Load the operating system into memory during power on.
- B. Test the essential components of the system during power on.
- C. Test the software and hardware drivers before the operating system loads.
- D. Check for the latest motherboard firm ware updates.

Answer: B

Explanation:

QUESTION NO: 410

A user reports that whenever they click on a website link the incorrect website appears and is always advertising discount prescription medicine. Which of the following BEST describes what is happening with the system?

- A. The sites are based on the user's cookie preferences.
- B. The default search page needs to be reset.
- C. The browser is corrupt and needs to be re-installed.
- D. The system has a spyware/malware infection.

Answer: D

Explanation:

QUESTION NO: 411

Which of the following ports is the default for HTTPS?

- A. 80
- B. 125
- C. 443
- D. 8080

Answer: C

Explanation:

QUESTION NO: 412

Which of the following network cable types is MOST often used in environments where physical security of the data is the top priority?

- A. UTP
- B. Coaxial
- C. Fiber optic
- D. STP

Answer: C

Explanation:

QUESTION NO: 413

A user reports that a laptop is too hot to use in their lap. Which of the following should the technician check FIRST? (Select TWO).

- A. HDD
- B. Fan
- C. Heat sink
- D. Processor
- E. Battery

Answer: B,C

Explanation:

QUESTION NO: 414

A laptop is required to have hardware level authentication security. Which of the following would be the BEST solution?

- A. Install pre-logout authentication management software.
- B. Install laptop anti-theft cables.
- C. Use OS level software.
- D. Use biometric scanners built into the laptops.

Answer: D

Explanation:

QUESTION NO: 415

After successfully removing Spyware from a user's computer and verifying full system functionality, which of the following should a technician do NEXT?

- A. Install an anti-spyware application to guard against future infection.
- B. Inform management of the issue and suggest a disciplinary follow-up.
- C. Question the user in order to discover where the Spyware came from.
- D. Advise the user to stop visiting websites with questionable content.

Answer: A

Explanation:

QUESTION NO: 416

A customer reports the optical drive is no longer responding. Which of the following questions should be asked FIRST?

- A. "Did you log in with an administrator account?"
- B. "Have you been to any inappropriate websites?"
- C. "What have you changed since the optical drive worked properly?"
- D. "What has changed since the optical drive worked properly?"

Answer: D

Explanation:

QUESTION NO: 417

Which of the following port types is considered a high speed communication port?

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

Answer: C

Explanation:

QUESTION NO: 418

Which of the following processors uses a LGA775 socket?

- A. Intel Itanium
- B. Intel Core 2 Duo
- C. AMD Athlon XP
- D. AMD Athlon 64

Answer: B

Explanation:

QUESTION NO: 419

Which of the following preventative maintenance applications should a technician schedule to run on a regular basis?

- A. SFC
- B. Defrag
- C. Attrib
- D. Deltree

Answer: B

Explanation:

QUESTION NO: 420

Which of the following communication types allows a user to connect a set of headphones to stream audio at a range of 15 feet (5 meters)?

- A. Bluetooth
- B. Infrared
- C. Ethernet
- D. CellularWAN

Answer: A

Explanation:

QUESTION NO: 421

A technician wants to turn off Direct3D acceleration. In which of the following locations is the setting to disable this option?

- A. Event Viewer
- B. msconfig
- C. dxdiag
- D. Services

Answer: C

Explanation:

QUESTION NO: 422

A technician wants to ensure that a computer will always attempt to boot from an optical drive. Where would they change the setting to modify the boot order?

- A. System BIOS
- B. System.ini file
- C. Command.com
- D. Windows Registry

Answer: A

Explanation:

QUESTION NO: 423

A user reports that print jobs sent to a local printer are printing out as blank pieces of paper. Which of the following steps should the technician perform FIRST on the printer to determine the cause?

- A. Stop and restart the print spooler
- B. Reload the printer drivers
- C. Print an internal test page
- D. Replace the printer cable

Answer: C

Explanation:

QUESTION NO: 424

A remote user needs to setup a connection to their company's network. Which of the following should a technician use?

- A. VPN
- B. Workgroup
- C. VLAN
- D. Mobile LAN

Answer: A

Explanation:

QUESTION NO: 425

Which of the following adapter cards allows I/O devices to be connected and transmits data at 8bps, two bits at a time?

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

Answer: D

Explanation:

When a PC sends data to a printer or other device using a parallel port, it sends 8 bits of data (1 byte) at a time. These 8 bits are transmitted parallel to each other, as opposed to the same eight bits being transmitted serially (all in a single row) through a serial port.

QUESTION NO: 426

Which of the following cable types consists of only four twisted pairs copper wires (Select 2)?

- A. UTP
- B. Fiber
- C. STP
- D. Coaxial

Answer: A,C

Explanation:

QUESTION NO: 427

Which of the following is the MOST secure method to authenticate users?

- A. User ID, a strong password, and a fingerprint scanner
- B. User ID, a strong password, and a token based device
- C. User ID and two levels of strong password requirements
- D. User ID, a strong password, and a smart card

Answer: A

Explanation:

QUESTION NO: 428

A computer's specifications require that a technician install a memory with the greatest performance and the ability to reverse data errors. Which of the following RAM types would the technician use?

- A. Single-channel ECC RAM
- B. Dual-channel non-ECC RAM
- C. Single-channel non-ECC RAM
- D. Dual-channel ECC RAM

Answer: D

Explanation:

QUESTION NO: 429

Which of the following would be used to monitor unauthorized access to data files?

- A. Performance Log and Alerts
- B. Event Viewer
- C. Security Configuration and Analysis
- D. IP Security Monitor

Answer: B

Explanation:

QUESTION NO: 430

A user states that a section of keys on a laptop do not operate. Which of the following is MOST likely the cause?

- A. The system board is faulty.
- B. The memory needs to be replaced.
- C. The keyboard cable is partially seated.
- D. The keyboard driver is corrupt.

Answer: C

Explanation:

QUESTION NO: 431

A technician has ordered several cleaning solvents to clean CRT monitors. The technician would like to know the proper safety procedure if this chemical were to come into contact with an eye. Where would the technician find this information?

- A. In the company handbook
- B. On a safety forum
- C. On the back of the CRT monitor
- D. On the MSDS

Answer: D

Explanation:

QUESTION NO: 432

A technician replaces a toner cartridge. Which of the following is the BEST method to dispose of the used cartridge?

- A. Disassemble the used toner cartridge, dump toner and parts in the trash.
- B. Check with the manufacturer of the used toner cartridge regarding recycling programs.
- C. Dispose of the used toner cartridge after wrapping it with a plastic bag.
- D. Disassemble the used toner cartridge, dump any remaining toner in the trash, and recycle the parts of the used toner cartridge.

Answer: B

Explanation:

QUESTION NO: 433

A laptop will not output to a connected projector. Which of the following steps should a technician take FIRST?

- A. Press the appropriate function + monitor key.
- B. Adjust the BIOS settings for external display.
- C. Replace the video card on the laptop.

D. Update video drivers for the video card.

Answer: A

Explanation:

QUESTION NO: 434

Which of the following preventative maintenance applications should a technician schedule to run on a regular basis?

- A. Regedit
- B. Scandisk
- C. FilterKeys
- D. User Account Control (UAC)

Answer: B

Explanation:

QUESTION NO: 435

A technician is re-imaging a customer's computer. Which of the following is the FIRST thing that should be done to ensure the customer resources are restored?

- A. Backup the user's data and save it to an external source.
- B. Backup the registry and save it to a network location.
- C. Migrate the user's entire hard drive and save it to an external source.
- D. Migrate the user's data and save it to the administrator's profile.

Answer: A

Explanation:

QUESTION NO: 436

A USB flash drive is an example of

- A. Optical storage device.
- B. Solid state storage device.
- C. Magnetic tape drive.
- D. Rewriteable floppy disk.

Answer: B

Explanation:

QUESTION NO: 437

Which of the following adapter cards allows I/O devices to be connected and can transmit data at 640Mbps?

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

Answer: B

Explanation:

QUESTION NO: 438

Which of the following BEST describes a hub?

- A. Determines the best route to transmit data
- B. Inspects traffic and accepts or declines transmission
- C. Broadcasts data to specific network devices
- D. Broadcasts data to all network devices

Answer: D

Explanation:

QUESTION NO: 439

Which of the following does an AGP card provide?

- A. Video output
- B. Network interface
- C. Storage interface
- D. Memory expansion

Answer: A

Explanation:

QUESTION NO: 440

Which of the following would BEST provide cooling to a hard drive?

- A. Heatsink
- B. CPU fan
- C. Case fan
- D. Thermal compound

Answer: C

Explanation:

QUESTION NO: 441

Which of the following board types can transmit data up to 8GB/s?

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

Answer: D

Explanation:

QUESTION NO: 442

Which of the following connectors uses the main board ATX connector type?

- A. Centronix
- B. 20/24 pin
- C. BNC
- D. Molex

Answer: B

Explanation:

QUESTION NO: 443

When configuring a touch screen monitor for first use, which of the following should be done to ensure optimal functionality?

- A. Connect the calibration cable
- B. Install third party touch screen software
- C. Install a screen protector
- D. Calibrate the screen

Answer: D

Explanation:

QUESTION NO: 444

Which of the following operating systems would allow a technician to utilize more than 4GB of memory in a computer?

- A. Windows XP Professional 64-bit
- B. Windows XP Home
- C. Windows 2000 Professional
- D. Windows XP Media Center 32-bit

Answer: A

Explanation:

QUESTION NO: 445

Which of the following broadband technologies is MOST likely to use an RJ-11 connector?

- A. Cellular
- B. Ethernet
- C. Fiber
- D. DSL

Answer: D

Explanation:

QUESTION NO: 446

An AC adapter is MOST commonly used for:

- A. Powering laptops.
- B. Converting DC to AC.
- C. Changing voltage from 120 to 220.
- D. Converting watts to volts.

Answer: A

Explanation:

QUESTION NO: 447

Which of the following cable standards has a distance limitation of 100 meters (330 feet)?

- A. 100BaseT
- B. 10Base2
- C. 100BaseFX
- D. 10Base5

Answer: A

Explanation:

QUESTION NO: 448

Which of the following WLAN protocols is in the 2.4GHz band with a MAXIMUM data rate of 54Mbps?

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

Answer: C

Explanation:

QUESTION NO: 449

Which of the following steps in the troubleshooting theory should be performed AFTER full system functionality has been verified?

- A. Establish a plan of action

- B. Test the theory
- C. Establish the theory
- D. Document actions

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 450

Which of the following devices broadcasts regular packets to all ports?

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

Answer: D

Explanation:

QUESTION NO: 451

Which of the following could BEST be described as the ability to transmit data in both directions simultaneously?

- A. QoS
- B. Latency
- C. Parallel

D. Full-duplex

Answer: D

Explanation:

QUESTION NO: 452

Which of the following ports does Windows firewall open by default for Remote Desktop to work?

- A. 25
- B. 80
- C. 3389
- D. 8080

Answer: C

Explanation:

QUESTION NO: 453

Which of the following IP ranges is Class B?

- A. 128.0.0.0-191.255.255.255
- B. 192.0.0.0-223.255.255.255
- C. 224.0.0.0-255.255.255.0
- D. 1.1.1.1-126.255.255.255

Answer: A

Explanation:

QUESTION NO: 454

When installing an OS from a USB key, which of the following should be a technician check FIRST to make sure the OS will install?

- A. Proper boot order
- B. A working DVD drive
- C. Partitioned hard drive
- D. Formatted hard drive

Answer: A

Explanation:

QUESTION NO: 455

Which of the following memory technologies will check for and correct single bit errors?

- A. Parity
- B. EDO
- C. RAMBUS
- D. ECC

Answer: D

Explanation:

QUESTION NO: 456

Which of the following protocols is used to remotely manage another device?

- A. POP
- B. Telnet
- C. SMTP
- D. DNS

Answer: B

Explanation:

QUESTION NO: 457

Which of the following Windows Vista low-power states has the FASTEST computer wake-up time after being turned back on?

- A. Hibernate
- B. Sleep
- C. Wake on LAN
- D. Shutdown

Answer: B

Explanation:

QUESTION NO: 458

Which of the following NIC types is required to install Windows XP Professional via the network?

- A. ISA
- B. PXE
- C. PCI
- D. PCIe

Answer: B

Explanation:

QUESTION NO: 459

Which of the following provides the MINIMUM amount of capacity in order to write a 1GB data archive?

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

Answer: B

Explanation:

QUESTION NO: 460

A technician is troubleshooting a problem with a laptop touchpad and has decided to check to see if a driver update is available. Which of the following is the BEST source to check to find any available updates?

- A. An Internet search engine
- B. The laptop manufacturer's website
- C. A third party website
- D. The manual that came with the laptop

Answer: B

Explanation:

QUESTION NO: 461

Which of the following utilities can be run to determine which program is using the GREATEST system resources? (Select TWO).

- A. Task Manager
- B. System Information
- C. Services and Applications
- D. Perfmon
- E. Disk Management

Answer: A,D

Explanation:

QUESTION NO: 462

Power cables should be run separately from network cabling to prevent which of the following?

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

Answer: D

Explanation:

QUESTION NO: 463

An MFD laser printer is indicating that drum replacement is necessary. However, replacing the drum does not resolve the error message. Which of the following is the problem?

- A. The counter must be reset.
- B. The scanner components must be cleaned.
- C. A different type of paper needs to be used.
- D. Install a new toner cartridge.

Answer: A

Explanation:

QUESTION NO: 464

The contrast ration of an LCD monitor is BEST defined as the ratio between:

- A. Display resolution and brightness.
- B. Power consumption and output intensity.
- C. Power savings of a comparable CRT monitor and the LCD.
- D. The darkest and lightest displayed output.

Answer: D

Explanation:

QUESTION NO: 465

Which of the following commands is used to bring up information about the current hardware and software environment?

- A. msconfig
- B. msinfo32
- C. net help
- D. cmd

Answer: B

Explanation:

QUESTION NO: 466

Which of the following is used to modify OS, user and device characteristics?

- A. msinfo
- B. msconfig
- C. nbtstat
- D. REGEDIT

Answer: D

Explanation:

QUESTION NO: 467

Which of the following is the NEXT step in the troubleshooting theory, after testing the theory to determine the cause?

- A. Implement preventative measures
- B. Identify the problem
- C. Verify full system functionality
- D. Establish a plan of action

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 468

Which of the following is required when printing to an LPR port?

- A. MAC address
- B. IP address
- C. Printer name
- D. Server name

Answer: B,C

Explanation:

Either the printer name or IP address can be used as shown below:

Enter the Printer Name or IP address, and a port name for the desired device.

Printer Name or IP Address:

Port Name:

QUESTION NO: 469

Which of the following authentication technologies provides the BEST level of security for a laptop?

- A. Smart cards
- B. Docking station
- C. Biometrics
- D. Complex passwords

Answer: C

Explanation:

QUESTION NO: 470

In order to ensure protected company information is not recovered off of a hard drive, which of the following would MOST likely be done to a drive before disposal?

- A. Data encryption
- B. Data wipe
- C. Format
- D. Partitioning

Answer: B

Explanation:

QUESTION NO: 471

Which of the following monitor connector types has 15-pins?

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

Answer: A

Explanation:

QUESTION NO: 472

Laptop docking stations usually contain which of the following security features?

- A. Biometric devices
- B. Universal lock slots
- C. Password protection
- D. GPS tracking capability

Answer: B

Explanation:

QUESTION NO: 473

A color laser printer prints basic color documents on plain paper without error, however, when printing pictures on photo paper it prints out of focus. Which of the following should be done to correct this?

- A. Update the OS drivers, printer firmware, and then run a printer cleaning page.
- B. Run the printer color calibration procedure to adjust for density and registration.
- C. Update the printer firmware, and print the configuration and settings page to verify operation.
- D. Replace the transfer drum and run the color calibration utility.

Answer: B

Explanation:

QUESTION NO: 474

Which of the following is a feature offered in Windows Vista but not offered in Windows XP?

- A. System Information

- B. Task Scheduler
- C. System Restore
- D. UAC

Answer: D

Explanation:

QUESTION NO: 475

Which of the following is true about 32-bit versus 64-bit architecture?

- A. A 64-bit program runs at half speed on a 32-bit operating system.
- B. A 64-bit OS can only be installed on a processor with multiple cores.
- C. A 32-bit OS can be installed on a PC with 64-bit processor.
- D. A 32-bit driver can be used on a 64-bit operating system.

Answer: C

Explanation:

QUESTION NO: 476

A user reports that their PC attempts to boot off the USB flash drive whenever the computer is turned on. Which of the following would be the appropriate boot order to solve this dilemma?

- A. USB > HDD > Optical > Floppy
- B. Optical > USB > Floppy > HDD
- C. Floppy > Optical > USB > HDD
- D. Optical > HDD > Floppy > USB

Answer: D

Explanation:

QUESTION NO: 477

Which of the following would enable a jumper setting?

- A. Remove the jumper from the pins.
- B. Adjust the jumper settings to zero.
- C. Place the jumper over two pins.

D. Place the jumper over one pin.

Answer: C

Explanation:

QUESTION NO: 478

After a new wireless network is installed, a new customer reports intermittent performance issues of both the wireless signal and phone calls on the cordless phone. Which of the following BEST describes the issue?

- A. Incorrect security settings
- B. RFI
- C. EMI
- D. Incorrect wireless channel

Answer: B

Explanation:

QUESTION NO: 479

A dual core processor facilitates the processing of:

- A. two-times the speed down one channel.
- B. two bits down the same channel simultaneously.
- C. two-times the speed down two separate channels.
- D. two bits down two separate channels simultaneously.

Answer: D

Explanation:

QUESTION NO: 480

A customer states that the PC will not boot. The technician presses the power button and the unit does not power on. According to the troubleshooting process, which of the following is the NEXT step?

- A. Verify functionality.
- B. Establish a plan.

- C. Establish a theory.
- D. Test the theory.

Answer: C

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 481

Which of the following is the MOST common web server port?

- A. 22
- B. 80
- C. 110
- D. 3306

Answer: B

Explanation:

QUESTION NO: 482

Which of the following computers would BEST meet the system requirements for installing Windows Vista Business 64-bit?

- A. A computer with a 1GHz 64-bit processor, 512MB memory, graphics card with 128MB memory, and a 40GB HDD with 10GB free space
- B. A computer with a 1GHz 64-bit processor 512MB memory, graphics card with 64MB memory, and a 20GB HDD with 15GB free space

C. A computer with a 1GHz 64-bit processor, 1GB memory, graphics card with 64MB memory, and a 20GB HDD with 10GB free space

D. A computer with a 1GHz 64-bit processor, 1GB memory, graphics card with 128MB memory, and a 40GB HDD with 15GB free space

Answer: D

Explanation:

QUESTION NO: 483

During the process of installing Windows XP, which of the following function keys would be used to install third-party SCSI and host controller drivers?

A. F5

B. F6

C. F7

D. F10

Answer: B

Explanation:

QUESTION NO: 484

A technician replaces a user's 15 inch LCD with a 20 inch LCD. Later, the user informs the technician that icons are very large and the text on the monitor is fuzzy and distorted. Which of the following is MOST likely the cause?

A. The contrast setting needs to be raised from the default.

B. The monitor firmware was not updated.

C. The new monitor has a different native resolution.

D. The monitor needs to be degaussed to clarify the picture.

Answer: C

Explanation:

QUESTION NO: 485

Which of the following features of a laptop can save power by dynamically lowering the speed of the CPU?

- A. Hyperthreading
- B. Throttling
- C. StepDown
- D. SpeedStep

Answer: D

Explanation:

QUESTION NO: 486

A four color inkjet printer is experiencing color washout (e.g. not clear or not bright) when printing photographs. The user states that no software or hardware changes have been performed. Which of the following is the FIRST step to take in resolving this issue?

- A. Run the clean/align print head procedure.
- B. Remove the print heads and clean them with a soft cloth.
- C. Replace the print heads and run the printer color calibration procedure.
- D. Update the application software.

Answer: A

Explanation:

QUESTION NO: 487

Which of the following utilities BEST identifies non-contiguous files written to the disk?

- A. DEFRAG
- B. System File Checker
- C. Disk Cleanup
- D. SCANDISK

Answer: A

Explanation:

QUESTION NO: 488

A user has purchased a high-end graphics card for their existing computer. Which of the following motherboard slots will be used to install the card?

- A. ISA
- B. PCI
- C. IDE
- D. PCIe x16

Answer: D

Explanation:

QUESTION NO: 489

Which of the following connectors would a bar code reader MOST likely have?

- A. IEEE-1284
- B. HDMI
- C. USB
- D. SCSI-2

Answer: C

Explanation:

QUESTION NO: 490

Which of the following is MOST likely causing random data loss on a USB flash drive connected to a Windows system?

- A. The flash drive itself is not properly formatted to be used on a Windows computer.
- B. The customer is not using the Safely Remove Hardware Wizard.
- C. The USB ports are not properly configured in the BIOS.
- D. The USB ports on the PC are disabled.

Answer: B

Explanation:

QUESTION NO: 491

A PC has recently been experiencing random shutdowns. The motherboards built-in temperature reporting tool has alerted to above normal levels inside the case. Which of the following would be the FIRST thing to check?

- A. The OS power management settings
- B. A build up of excessive dust within the unit
- C. BIOS power management settings
- D. Incompatibility of the BIOS and motherboard

Answer: B

Explanation:

QUESTION NO: 492

A user states there is a flashing light depicting a rectangular object on the front of the UPS. It started a few months ago but the PC is still working. Which of the following does this flashing light MOST likely mean?

- A. The UPS is running a self test.
- B. The UPS is functioning properly.
- C. The UPS is charging but will shutdown soon.
- D. The UPS battery needs to be replaced.

Answer: D

Explanation:

QUESTION NO: 493

A technician has been scheduled to install a maintenance kit in a laser printer. Which of the following should the technician be MOST cautious of due to burn hazards?

- A. HVPS
- B. Transfer roller
- C. Drum
- D. Fuser

Answer: D

Explanation:

QUESTION NO: 494

Which of the following BEST describes ways to handle customer issues? (Select TWO).

- A. Empathize with the customer's issues.
- B. Listen to what the customer has to say.
- C. Offer a single solution to the customer's issue.
- D. Avoid the customer's questions.
- E. Interrupt the customer to inform them of the solution.

Answer: A,B

Explanation:

QUESTION NO: 495

Which of the following should NEVER be plugged into a UPS?

- A. Laptop
- B. Inkjet printer
- C. Server
- D. Vacuum cleaner

Answer: D

Explanation:

QUESTION NO: 496

Which of the following printer technologies uses heat in producing printed output?

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

Answer: A

Explanation:

QUESTION NO: 497

Which of the following motherboard types will fit in a set-top or compact/small form factor chassis?

- A. BTX
- B. AT

- C. ATX
- D. Micro-ATX

Answer: D

Explanation:

QUESTION NO: 498

Which of the following are considered RAM types? (Select TWO).

- A. SIMM
- B. EPROM
- C. PCMCIA
- D. CMOS
- E. SODIMM

Answer: A,E

Explanation:

QUESTION NO: 499

Which of the following security features would provide the BEST protection in case of the theft of a company laptop with confidential information?

- A. Domain user account password
- B. BIOS Admin password
- C. Windows user account password
- D. BIOS-level hard drive password

Answer: D

Explanation:

QUESTION NO: 500

A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

- A. The display is defective.

- B. The video card needs to be flashed.
- C. The internal adapter has not been disabled.
- D. The new video card is defective.

Answer: C

Explanation:

QUESTION NO: 501

Which of the following has the HIGHEST connection latency?

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

Answer: A

Explanation:

QUESTION NO: 502

Which of the following malicious software types is installed on a machine to track a user's browsing habits and displays pop-ups based on that history?

- A. Adware
- B. Trojans
- C. Spam
- D. Grayware

Answer: A

Explanation:

QUESTION NO: 503

Which of the following encryption types would be the MOST secure when configuring a home wireless network?

- A. WPA2 encryption
- B. SSL encryption

- C. WEP encryption
- D. WPA encryption

Answer: A

Explanation:

WPA2 is the more secure 802.11i network standard that ensures the most secure wireless encryption. WEP was the original encryption standard developed for WiFi networks, but that could be easily hacked. WPA was an upgrade, but WPA2 was the most secure standard.

QUESTION NO: 504

Which of the following is the MAXIMUM speed of RDRAM?

- A. 533MHz
- B. 667MHz
- C. 800MHz
- D. 1066MHz

Answer: C

Explanation:

QUESTION NO: 505

Which of the following should be checked FIRST when a wireless card on a laptop that was working yesterday is not working today?

- A. Antennas are properly connected
- B. Driver is properly installed
- C. Firmware is up to date
- D. Hardware switch is on

Answer: D

Explanation:

QUESTION NO: 506

Which of the following requires a specific password to be typed manually for connection?

- A. MAC filtering
- B. Smart card
- C. Biometrics
- D. WEP

Answer: D

Explanation:

QUESTION NO: 507

A technician troubleshooting an issue has implemented a solution. Which of the following is the NEXT troubleshooting step the technician should take?

- A. Test the theory and validate the plan.
- B. Ask the customer to describe the symptoms and identify any changes made to the computer.
- C. Document findings, actions and outcomes.
- D. Verify and implement preventative measures.

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 508

Which of the following administrative tools is used to view detained system information about errors, reboots and problems that may have occurred on a Windows machine?

- A. Performance Logs
- B. Device Manager
- C. Event Viewer
- D. Services

Answer: C

Explanation:

QUESTION NO: 509

Which of the following adapter types is used only for video?

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

Answer: A

QUESTION NO: 510

Which of the following wireless encryption standards is the MOST secure?

- A. WEP128
- B. WPA2 w/ AES
- C. WPA w/ TKIP
- D. WEP64

Answer: B

Explanation:

QUESTION NO: 511

Which of the following cable types is not affected by electromagnetic interference but requires specialized tools and techniques to install?

- A. CAT5e
- B. Plenum coated STP
- C. CAT6

D. Fiber optic

Answer: D

Explanation:

QUESTION NO: 512

Which of the following keys will allow an external monitor to be disabled or enabled?

- A. FN
- B. ALT
- C. CTRL
- D. ESC

Answer: A

Explanation:

QUESTION NO: 513

A computer's BIOS shows that the CPU temperature is above 80 degree Celsius. Which of the following steps should a technician take?

- A. Remove CPU's heatsink, clean CPU's surface, and install the heatsink.
- B. Clean CPU's surface and apply new layer of thermal grease.
- C. Replace the CMOS chip.
- D. Replace the case fan.

Answer: B

Explanation:

QUESTION NO: 514

Which of the following network types is used to connect two devices with each other by the use of pairing?

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

Answer: A

Explanation:

QUESTION NO: 515

Which of the following peripherals will MOST likely not require additional installed drivers?

- A. Printer
- B. KVM switch
- C. Modem
- D. Video card

Answer: B

Explanation:

QUESTION NO: 516

A customer calls in, talking constantly without allowing time for the technician to answer or ask questions. The technician decides to place the customer on hold to work on another issue and misses what the customer's problem was. When the customer is finished explaining the issue, the technician asks the customer to summarize the problem again, which angers the customer. How could have the technician better handled the situation to avoid such a confrontation?

- A. The technician should have asked the customer to slow down and allow for a response to a few of the matters brought up in discussion.
- B. The technician should have allowed the customer to finish completely, and then return to the customer's first point to build a structured discussion.
- C. The technician should have transferred the call to a supervisor, as the supervisor is better trained to handle such customers.
- D. The technician should have only asked closed-ended questions so the customer could not elaborate on the issues and the technician could troubleshoot the issue.

Answer: B

Explanation:

QUESTION NO: 517

Which of the following is a power supply that has one single plug and socket?

- A. Heat sink
- B. AT
- C. ATX
- D. UPS

Answer: C

Explanation:

QUESTION NO: 518

Which of the following would be BEST to use when removing malware from a PC?

- A. Reboot the PC using Safe Mode.
- B. Reboot the PC using MSCONFIG with normal settings.
- C. Reboot the PC using Last Known Good Configuration.
- D. Reboot the PC using Safe Mode with Networking.

Answer: A

Explanation:

QUESTION NO: 519

Which of the following BEST prevents data loss in the event of a hard drive failure?

- A. System Restore
- B. UPS
- C. Disk Defragmentation
- D. Backup

Answer: D

Explanation:

QUESTION NO: 520

All of the following are considered a boot device EXCEPT:

- A. FDD
- B. HDD
- C. NIC

D. PCL

Answer: D

Explanation:

QUESTION NO: 521

Which of the following adapter types allows for the HIGHEST video quality feed?

- A. S-Video
- B. HDMI
- C. Component
- D. VGA

Answer: B

Explanation:

QUESTION NO: 522

Which of the following wireless standards provides the HIGHEST speed and largest coverage area?

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

Answer: D

Explanation:

QUESTION NO: 523

Digital flat-panel monitors have which of the following connector type?

- A. DVI
- B. RGB
- C. BNC
- D. RCA

Answer: A

Explanation:

QUESTION NO: 524

CAT5, CAT5e, and CAT6 use which of the following cable connector types?

- A. RJ-45
- B. Coaxial
- C. Fiber
- D. RJ-11

Answer: A

Explanation:

QUESTION NO: 525

Which of the following should be used to better transfer heat from a computer component to a heatsink?

- A. Liquid cooling system
- B. Thermal compound
- C. Active cool fan
- D. Waterproof adhesive

Answer: B

Explanation:

QUESTION NO: 526

Laptop power adapters have which of the following characteristics?

- A. They provide backup power in case of an outage.
- B. They are external devices.
- C. They provide the circuitry required for sleep mode.
- D. They conform to the ATX standard.

Answer: B

Explanation:

QUESTION NO: 527

A technician is repairing a PCI card with an RJ-11 port. Which of the following is the name of this card?

- A. IEEE 1394
- B. NIC
- C. Modem
- D. Video

Answer: C

Explanation:

QUESTION NO: 528

A user states that when typing on a Windows XP notebook computer, digits appear instead of normal characters. Which of the following is the FIRST action to perform?

- A. Replace the faulty keyboard with a known good keyboard.
- B. Check if correct keyboard driver is installed.
- C. Reseat the keyboard cable.
- D. Check if the numlock key is enabled.

Answer: D

Explanation:

QUESTION NO: 529

Where is the 'when I close the lid of my portable computer' option configured in Windows XP Professional, on a laptop?

- A. Computer Management
- B. Device Manager
- C. Power Options
- D. Task Manager

Answer: C

Explanation:

QUESTION NO: 530

A user is currently running Windows XP Media Center 32-bit and wants to upgrade to Windows Vista. An in-place upgrade is required. Which of the following versions can be used to accomplish this?

- A. Windows Vista Home Premium
- B. Windows Vista Home Basic
- C. Windows Vista Ultimate 64-bit
- D. Windows Vista Business 64-bit

Answer: A

Explanation:

QUESTION NO: 531

Which of the following should be performed FIRST to determine if a faulty video card is the cause in a laptop that will not display video?

- A. Plug in an external monitor
- B. Reseat the video card
- C. Replace the LCD
- D. Install additional RAM

Answer: A

Explanation:

QUESTION NO: 532

Which of the following operating systems is capable of addressing 12GB of RAM?

- A. Windows XP 64-bit
- B. Windows Vista 32-bit
- C. Windows 2000 Professional
- D. Windows XP 32-bit

Answer: A

Explanation:

QUESTION NO: 533

A customer calls to inform a technician that they are having a computer problem? The technician is investigating the cause of the problem. Which of the following should the technician ask the customer?

- A. "Have you crashed your computer before?"
- B. "What did you do to the computer?"
- C. "What was the last thing you did before you crashed your computer?"
- D. "What was the last thing the computer did before it crashed?"

Answer: D

Explanation:

QUESTION NO: 534

Which of the following is the BEST way to secure wireless traffic to an access point?

- A. Use 802.11g
- B. WPA
- C. WEP
- D. SSID broadcast disable

Answer: D

Explanation:

QUESTION NO: 535

Which of the following is an alternate HTTP port that can be used commonly in business environment?

- A. 180
- B. 255
- C. 443
- D. 8080

Answer: D

Explanation:

QUESTION NO: 536

Which of the following uses a passive system for cooling?

- A. Processor fan
- B. Heatsink
- C. Liquid cooling system
- D. Case fan

Answer: B

Explanation:

QUESTION NO: 537

A client installs a new video card with 512MB of onboard RAM. The computer starts to load the OS and then shuts down. When the client removes the new video card and uses the on-board video, the computer boots fine. Which of the following is MOST likely causing the shut down?

- A. The new video card is defective.
- B. The video card is an incompatible component.
- C. The computer's power supply has insufficient wattage.
- D. The video card's drivers must be loaded before the card is installed.

Answer: C

Explanation:

QUESTION NO: 538

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

- A. 128.0.0.0
- B. 127.255.255.255
- C. 192.0.0.0
- D. 255.255.255.255

Answer: C

Explanation:

QUESTION NO: 539

A customer reports that their computer has been giving them problems for the last few weeks and calls a technician to correct the problem. Which of the following is the FIRST step that the technician should take to resolve the issue?

- A. Document the actions of the customer and establish a plan to prevent further problems.
- B. Ask the customer to describe the symptoms and identify any changes made to the computer.
- C. Run diagnostic tests to see if the problem is intermittent or ongoing.
- D. Ask the customer if they are the only one having the problem and identify recent breaches to the office.

Answer: B

Explanation:

QUESTION NO: 540

The technician powers on a PC, it instantly shuts down and emits an odor. Which of the following should the technician check FIRST?

- A. Monitor
- B. Power supply
- C. CPU fan
- D. Case fan

Answer: B

Explanation:

QUESTION NO: 541

A technician is in charge of migrating Windows XP users over to new Windows Vista workstations. Which of the following tools would allow the technician to accomplish this in an automated process?

- A. User Account Control applet
- B. User State Migration tool
- C. Windows Automated installation kit
- D. Windows Powershell

Answer: B

Explanation:

QUESTION NO: 542

Which of the following safety procedures is the BEST when lifting heavy equipment onto a repair bench?

- A. The technician should always bend at the waist and lift with their arms.
- B. The technician should seek assistance from an available customer.
- C. The technician should always bend at the waist and lift with their back.
- D. The technician should get assistance from another technician.

Answer: D

Explanation:

QUESTION NO: 543

Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

- A. Drive lock
- B. Intrusion detection
- C. BIOS password
- D. Trusted platform module

Answer: B

Explanation:

QUESTION NO: 544

Which of the following printer types would allow a technician to print receipts without ink?

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

Answer: A

Explanation:

QUESTION NO: 545

Which of the following adapter cards allows I/O devices to be connected, can transmit data one bit at a time, and is usually rated by baud rate?

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

Answer: A

Explanation:

QUESTION NO: 546

Which of the following IP ranges is Class E?

- A. 240.0.0.0-254.255.255.255
- B. 128.0.0.0-191.255.255.255
- C. 1.1.1.1-126.255.255.255
- D. 192.0.0.0-223.255.255.255

Answer: A

Explanation:

QUESTION NO: 547

Which of the following keys is pressed to enter the Windows boot options after POST?

- A. F1
- B. F8
- C. F10
- D. F12

Answer: B

Explanation:

QUESTION NO: 548

Which of the following is performed on a touch screen to enable touch accuracy?

- A. Lower refresh rate
- B. Degaussing
- C. Lower resolution
- D. Calibration

Answer: D

Explanation:

QUESTION NO: 549

A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower response times than usual. Which of the following is the user MOST likely experiencing?

- A. Advertisements
- B. Resource consumption
- C. A trojan infection
- D. Unremoved viruses

Answer: B

Explanation:

QUESTION NO: 550

Which of the following techniques should be used when dealing with customers? (Select TWO).

- A. Maintain a positive attitude about the situation.
- B. If the customer exhibits frustration, end the call as quickly as possible.
- C. If the customer thinks the advice is wrong give alternative solutions.
- D. Use a calm speaking voice to avoid irritating the customer.
- E. Suggest the customer speak with someone else if they question the advice provided.

Answer: A,D

Explanation:

QUESTION NO: 551

A customer using a MFD frequently experiences an error code related to overheating. Which of the following conditions would MOST likely contribute to this problem?

- A. The customer is using the incorrect paper type.
- B. The equipment does not have proper ventilation.
- C. The customer is using non-OEM supplies.
- D. The wrong type of interface cable is being used.

Answer: B

Explanation:

QUESTION NO: 552

A laser printer is received for repair work with a description of: 'failing to pick up paper during prints, even with a full paper tray.' Which of the following is the cause of such an occurrence?

- A. The automatic document feeder is faulty and needs replacing.
- B. The rollers are dirty and need to be cleaned.
- C. The incorrect print driver is installed.
- D. The drum is dirty and needs to be cleaned.

Answer: B

Explanation:

QUESTION NO: 553

A technician prints a test page from the printer's front panel and the printer consistently prints one page of data across two pages of paper. Which of the following is the cause of the problem?

- A. The fuser is not functioning.
- B. The printer driver needs to be updated.
- C. The paper tray media type is not set up.
- D. The paper tray media size is wrong.

Answer: D

Explanation:

QUESTION NO: 554

A client has purchased external speakers for their computer. After plugging the audio jack into the computer the client gets no sound from the speakers. Which of the following should the technician recommend the client to check FIRST?

- A. If the left speaker and right speaker are reversed
- B. If the speakers are compatible with the operating system
- C. If the speakers' power supply is plugged in
- D. If the speakers are set to digital or analog

Answer: C

Explanation:

QUESTION NO: 555

With which of the following devices is a TWAIN32 driver MOST commonly associated?

- A. Webcam
- B. Mouse
- C. Printer
- D. Scanner

Answer: D

Explanation:

QUESTION NO: 556

Which of the following tools would a technician use to perform a memory upgrade?

- A. Anti-static pad
- B. Multimeter
- C. Cleaning pads
- D. Thermal grease

Answer: A

Explanation:

QUESTION NO: 557

A technician receives a request to build a machine and install a 64-bit operating system. Which of the following processors would the technician use in this system?

- A. Pentium 4
- B. Athlon XP
- C. Celeron
- D. Itanium 2

Answer: D

Explanation:

QUESTION NO: 558

Which of the following processors uses a PGA775 socket?

- A. Intel Itanium
- B. Intel Core 2 Duo
- C. AMD Athlon XP
- D. AMD Athlon 64

Answer: B

Explanation:

QUESTION NO: 559

Which of the following steps BEST describes how to replace a defective sound card in a desktop PC?

- A. Put on anti-static strap, replace power supply, uninstall drivers, remove cover and cables including power cord, and put in new sound card.
- B. Uninstall drivers, remove all cables including power cord, remove cover, put on anti-static strap, remove memory, remove sound card, put in new sound card.
- C. Put on anti-static strap, remove cover, remove all cables, remove sound card, put in new sound card.
- D. Remove cover, uninstall drivers, remove all cables including power cord, remove sound card, and put in new sound card.

Answer: C

Explanation:

QUESTION NO: 560

A customer reports that they cannot get onto the Internet and has determined that the network card is defective. The technician asks the customer to perform some diagnostic steps and the customer insist that it is a bad NIC and the diagnosis is a waste of time. Which of the following is an appropriate response from the technician?

- A. Explain that the technician is trained to do repair and the customer may be mistaken.
- B. Explain that if the customer does not cooperate help cannot be provided.
- C. Explain there are many causes for network card failures and confirmation is needed.
- D. Send the customer a new NIC card and explain how to install it.

Answer: C

Explanation:

QUESTION NO: 561

Which of the following is a best practice method to dispose of rechargeable batteries?

- A. Wrap the batteries in a waterproof material and dispose of them.
- B. Turn the batteries over to an authorized recycler.
- C. Place the batteries in a local refuse receptacle.
- D. Discharge the batteries and then dispose of the outside container.

Answer: B

Explanation:

QUESTION NO: 562

Which of the following is the MOST important factor to consider when choosing memory upgrades?

- A. Size
- B. Price
- C. Availability
- D. Compatibility

Answer: D

Explanation:

QUESTION NO: 563

When replacing a component inside a PC, which of the following should be used to avoid electrostatic discharge (ESD) damage?

- A. Use grounded outlet.
- B. Use loopback plug.
- C. Use magnetic screwdriver.
- D. Use anti-static wrist strap.

Answer: D

Explanation:

QUESTION NO: 564

A client calls and becomes belligerent and inappropriate with the technician. The technician responds in return with an insult and a loud verbal argument ensues. Which of the following would have been a better course of action for the technician to take?

- A. Hang up on the client immediately to avoid further confrontation and hope that the client calls back to receive another technician.
- B. Inform the client that the technician will not assist the client further until an appropriate tone is reached.
- C. Immediately transfer the call to a supervisor as the supervisor can be of further assistance to the client.
- D. Allow the client to vent their frustration and offer to transfer the call to a supervisor if the client requests.

Answer: D

Explanation:

QUESTION NO: 565

A technician answers a support call from a very frustrated user. Whenever the technician attempts to reply to a statement from the customer, the customer begins yelling. Which of the following would be recommended to deal with this customer?

- A. Let the customer finish expressing themselves without interruption.
- B. Tell the customer that the call is being terminated and hang up.
- C. Interrupt the customer and ask to be allowed to respond.
- D. Put the customer on hold until they calm down.

Answer: A

Explanation:

QUESTION NO: 566

When dealing with customers on the phone that are not very comfortable with technology, which of the following techniques would be MOST helpful to ensure that effective communication is taking place?

- A. Frequently paraphrase what the caller is saying.
- B. Repeat what is being said multiple times so that the customer can understand exactly what to do.
- C. Speak very slowly when replying to the customer.
- D. Tell the customer to send an email stating exactly what the problem is that the communication between the two parties is clear.

Answer: A

Explanation:

QUESTION NO: 567

A customer calls a support desk to report that their PC is running slowly. Which of the following would be the BEST question for the technician to ask?

- A. "Do you think you need another hard drive installed?"
- B. "What did you do to cause the problem?"
- C. "Have you been on any inappropriate websites recently?"
- D. "Was any new hardware or software added recently?"

Answer: D

Explanation:

QUESTION NO: 568

A technician is unable to find a solution for a customer's PC issue. Which of the following would be an appropriate step to take?

- A. Inform the customer that a solution is not available and a new system must be purchased.
- B. Escalate the call to a supervisor to register a complaint.

- C. Consult with co-workers for additional ideas.
- D. Refer the customer to the support section of the PC manufacturer's website.

Answer: C

Explanation:

QUESTION NO: 569

Which of the following techniques is very helpful for gathering detailed information on a support call from a home user?

- A. Use indirect statements.
- B. Use closed-ended questions.
- C. Use open-ended questions.
- D. Ask for detailed technical information.

Answer: C

Explanation:

QUESTION NO: 570

After attempting a solution suggested by a previous technician, a user calls back because the solution did not work, and is very frustrated. Which of the following would be an appropriate response?

- A. "Let me transfer you to the previous technician so that a solution can be reached."
- B. "That technician does not know what they are doing; let me help you to resolve the issue."
- C. "You should report your issue to my supervisor so that appropriate actions can be taken."
- D. "Please describe the problem and we will try to resolve it."

Answer: D

Explanation:

QUESTION NO: 571

If a technician is getting frustrated during a support call, which of the following could the technician employ to avoid irritating the customer?

- A. End the call quickly, even if a solution has not been found.

- B. Ask the caller to call back in a while.
- C. Put the caller on hold briefly and take a deep breath.
- D. Pass the caller to another support representative.

Answer: C

Explanation:

QUESTION NO: 572

Which of the following is the BEST reason to conceal external cabling?

- A. To avoid the possibility of a trip hazard
- B. To raise aesthetics in the office by organizing the office area
- C. To reduce the possibility of crosstalk between cables
- D. To avoid the deterioration of the cables due to sunlight

Answer: A

Explanation:

QUESTION NO: 573

A person calls in asking for the name of the vendor that the technician uses for the organization's firewall hardware. Which of the following is the BEST action for the technician to take?

- A. Immediately forward the call to the vendor.
- B. Give the information to the caller.
- C. Hang up on the caller immediately and report the call to upper management.
- D. Politely refuse to give the information and end the call.

Answer: D

Explanation:

QUESTION NO: 574

In a laptop, which of the following components is MOST likely to contain a voltage hazard?

- A. System board
- B. Hard drive
- C. Battery

D. Inverter

Answer: D

Explanation:

QUESTION NO: 575

A technician wants to build a new computer with a high performance graphics adapter. Which of the following is the recommended expansion bus type?

- A. ATX
- B. AGP
- C. SATA
- D. IEEE 1394

Answer: B

Explanation:

QUESTION NO: 576

A user calls the help desk with a computer issue. Which of the following would be the BEST step for the technician to take?

- A. Ignore the details the customer provided and begin diagnostic steps.
- B. Suggest that the customer reload the operating system.
- C. Recommend changing components until the problem is resolved.
- D. Listen to the customer and attempt to duplicate the problem.

Answer: D

Explanation:

QUESTION NO: 577

A computer is not performing when reading or writing to a file. The user is known to add and remove files frequently on their hard drive. Which of the following should be used to improve performance?

- A. Disk Management
- B. Backup

- C. Disk Defragmenter
- D. Disk Format

Answer: C

Explanation:

QUESTION NO: 578

A frustrated customer has called about their computer that is not functioning correctly. Which of the following is the BEST question to ask the user?

- A. "Can you avoid using the PC that crashed?"
- B. "What was the last thing that occurred before the PC had problems?"
- C. "What were you doing before the PC went down?"
- D. "What was the last thing you did before the PC crashed?"

Answer: B

Explanation:

QUESTION NO: 579

Which of the following ports would a technician enable ECP?

- A. USB
- B. LPR
- C. COM
- D. LPT

Answer: D

Explanation:

QUESTION NO: 580

A laser printer has an error 'tray two paper jam' but tray two does not have any paper in it. Which of the following should the technician do FIRST?

- A. Replace the tray two paper sensor and run the printer self test.
- B. Remove the tray two paper sensor and clean the printhead.
- C. Check the tray two paper sensors for blockage and run the printer self test.

D. Check the tray two paper rollers for blockage, clean the printhead, and run the printer self test.

Answer: C

Explanation:

QUESTION NO: 581

Which of the following cables can be used to directly connect a laptop to a PC for ICS?

- A. IEEE 1394 cable
- B. CAT5 crossover cable
- C. CAT5e patch cable
- D. Parallel cable

Answer: B

Explanation:

QUESTION NO: 582

APIPA addressing uses which of the following network classes?

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

Answer: B

Explanation:

QUESTION NO: 583

Which of the following has the speed of PC133?

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

Answer: A

Explanation:

QUESTION NO: 584

Which of the following characteristics is true of a PCIe x8 card?

- A. It can use only IRQ8.
- B. It uses eight memory addresses for storage of data.
- C. It has eight lanes by which data is transmitted.
- D. It has eight times the bandwidth of a standard PCI card.

Answer: C

Explanation:

QUESTION NO: 585

A user calls and states they cannot connect to the wireless network with their laptop even though they were connected yesterday. Which of the following items should be checked FIRST?

- A. Default gateway
- B. Device Manager
- C. Radio state
- D. All available networks

Answer: C

Explanation:

QUESTION NO: 586

Which of the following is the MOST common use for a RJ-11 connector?

- A. Printer connection
- B. Ethernet connection
- C. Telephone connection
- D. Hard drive connection

Answer: C

Explanation:

QUESTION NO: 587

During a new application installation, an error message appears stating the user does not have the correct permissions to perform the install, and the installation fails. Which of the following is the BEST way of successfully installing this application?

- A. Upgrade to a newer operating system.
- B. Run the installation as a local administrator.
- C. Get the latest version of the application.
- D. Edit the NTFS permissions for the C:\ drive.

Answer: B

Explanation:

QUESTION NO: 588

Which of the following passive cooling methods BEST dissipates a component's heat?

- A. Heatsink
- B. Fan
- C. Liquid cooling
- D. Compressed air

Answer: A

Explanation:

QUESTION NO: 589

Which of the following human input devices (HID) typically requires calibration on first use?

- A. Backlit keyboard
- B. Touch screen
- C. USB mouse
- D. Audio headset

Answer: B

Explanation:

QUESTION NO: 590

When installing the heatsink back into a computer after replacing a failed processor, which of the following must be done during installation?

- A. Thermal compound must be installed between the processor and the heatsink.
- B. An isopropyl alcohol pad must be placed between the processor and the heatsink.
- C. An isopropyl alcohol pad must be placed between the processor and the system board.
- D. Thermal compound must be installed between the processor and the system board.

Answer: A

Explanation:

QUESTION NO: 591

Which of the following should be done FIRST when identifying and troubleshooting a problem?

- A. Question the user and identify any user changes to the computer.
- B. Establish a theory of probable cause.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Test the theory to determine cause.

Answer: A

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 592

Which of the following interfaces can support the MOST devices per port?

- A. USB 1.1
- B. Bluetooth
- C. IEEE 1394
- D. RS-232

Answer: A

Explanation:

QUESTION NO: 593

Which of the following is an example of hot swappable technology?

- A. PATA
- B. PS/2
- C. USB
- D. IDE

Answer: C

Explanation:

QUESTION NO: 594

A client needs a laser printer cleaned. Which of the following tools would be appropriate to clean the inside of a laser printer?

- A. Office vacuum
- B. Toner vacuum
- C. Damp cloth
- D. Air compressor

Answer: B

Explanation:

QUESTION NO: 595

Which of the following is an example of a hot swappable component on a laptop?

- A. Internal wireless adapter
- B. CPU

- C. PCMCIA card
- D. RAM

Answer: C

Explanation:

QUESTION NO: 596

Where is the ASR tool found by default in Windows XP?

- A. In Computer Management
- B. In the Backup Tool
- C. In Recovery Console
- D. In Windows System Restore

Answer: B

Explanation:

QUESTION NO: 597

A user wants to install an external hard drive using the fastest connection available. Which of the following should the technician recommend?

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

Answer: B

Explanation:

QUESTION NO: 598

Which of the following describes the number of processors supported in Windows XP Professional 32-bit edition?

- A. One
- B. 2
- C. 3

D. 4

Answer: B

Explanation:

QUESTION NO: 599

Which of the following describes the random access memory limitations with Vista 64-bit operating system?

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

Answer: D

Explanation:

QUESTION NO: 600

Which of the following voltages is MOST commonly associated with DIMMS?

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

Answer: A

Explanation:

QUESTION NO: 601

Which of the following motherboard components quality can be measured using DPI?

- A. PS/2 port
- B. Audio interface
- C. Display adapter
- D. IEEE 1394 port

Answer: C

Explanation:

QUESTION NO: 602

A technician has verified the system is running correctly after a repair and has performed preventative maintenance tasks. Which of the following should the technician do NEXT?

- A. Finalize documenting the repair process.
- B. Check Microsoft Knowledge Base for possible related issues.
- C. Ask a senior technician for verification.
- D. Ask the user if any recent changes have been made to the system.

Answer: A

Explanation:

QUESTION NO: 603

A user explains that after the office was vacuumed the previous night their sound is not working and they cannot get onto the network. The user has verified that all of the PC's cables are plugged into their respective ports. Which of the following is the MOST likely cause?

- A. Frayed or broken cables
- B. UPS is unplugged
- C. NIC and sound card are disabled in Device Manager.
- D. Speakers are muted

Answer: A

Explanation:

QUESTION NO: 604

Which of the following utilities moves files to the beginning of the hard drive, allowing free space to be at the end?

- A. Defrag
- B. Scandisk
- C. Chkdsk
- D. Format

Answer: A

Explanation:

QUESTION NO: 605

A client is having some unexpected application shut downs and system reboots. Which of the following represents the location where a technician can look to find the error codes associated with these problems?

- A. Event Viewer
- B. Task Manager
- C. ODBC
- D. Services

Answer: A

Explanation:

QUESTION NO: 606

A technician installs a PnP printer and Windows cannot find the driver. Which of the following should the technician do NEXT?

- A. Install the driver from the vendor CD
- B. Extract the driver.cab file and look for the driver
- C. Reconnect the printer to the computer
- D. Disable the device in Device Manager

Answer: A

Explanation:

QUESTION NO: 607

A technician has implemented a solution to resolve a customer's issue with frequent unexpected system restarts. Which of the following should be the technician's NEXT troubleshooting step?

- A. Verify full system functionality and, if applicable, implement preventative measures.
- B. Establish a theory of probable cause based on previous tests and determine next steps to resolve.
- C. Document the issue and include details regarding findings, actions taken to resolve and the

outcome.

D. Test the theory to determine if the solution will really correct the issue, list other possible causes.

Answer: A

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 608

Which of the following is a security access control method that uses the physical attributes of the user?

- A.** Biometrics
- B.** User Account Control (UAC)
- C.** FilterKeys
- D.** BitLocker

Answer: A

Explanation:

QUESTION NO: 609

A customer purchased a USB printer. Which of the following should be the FIRST step to install the printer?

- A.** Restart the PC.
- B.** Run a test page on the printer.

- C. Install the manufacturer driver with the CD.
- D. Download the latest manufacturer driver.

Answer: C

Explanation:

QUESTION NO: 610

An end user reports that they cannot access any of the features of a particular printer. Which of the following is the MOST likely cause?

- A. The document the user is printing is not formatted properly.
- B. The user has the wrong cable type connected to the printer.
- C. The printer is in a low power mode.
- D. The user has the wrong driver installed for the printer.

Answer: D

Explanation:

QUESTION NO: 611

A technician replaces a defective bar code reader with a new bar code reader that is the same model. The operating system recognizes the new reader, but the reader will not scan any items. The technician connects a known good scanner to the system and that scanner works properly. Which of the following is the MOST likely problem?

- A. The driver software needs to be updated.
- B. The new scanner needs to be programmed.
- C. The new scanner has a bad cable.
- D. The software is still looking for the defective scanner.

Answer: B

Explanation:

QUESTION NO: 612

In Windows XP, which of the following locations allows the mouse pointer to snap to the default button in a window?

- A. Start>Settings>Control Panel>System>Hardware
- B. Start>Settings>Control Panel>Display>Appearance
- C. Start>Settings>Control Panel>Mouse>Pointer Options
- D. Start>Settings>Control Panel>Mouse>Pointers

Answer: C

Explanation:

QUESTION NO: 613

Which of the following methods is the correct use of a KVM switch?

- A. To connect multiple monitors to one computer
- B. To connect multiple computers to one set user interface
- C. To connect multiple computers to each other
- D. To connect multiple keyboards to one computer

Answer: B

Explanation:

QUESTION NO: 614

A technician just updated the drivers on the DVD drive in a computer. After restarting the computer the operating system reaches the Windows splash screen and then stops responding. Which of the following will restore the computer to a usable state?

- A. Reboot, press F8 when Windows starts and select 'Last Known Good Configuration.'
- B. Remove the drivers' entry from the registry.
- C. Remove the DVD drive from the system. Reboot and then install new drivers.
- D. Place the old driver disk in the DVD drive and reboot the system. Allow Windows to load the old driver from the disk.

Answer: A

Explanation:

QUESTION NO: 615

An end user reports that their computer is not performing as fast as it used to and it shuts down unexpectedly. Which of the following is the MOST likely cause?

- A. Network data cables are damaged.
- B. Memory has become unseated.
- C. The user has defragmented the hard drive.
- D. Processor cooling fan is not functioning.

Answer: D

Explanation:

QUESTION NO: 616

A user reports a problem with a PC located in the same room as cement testing equipment. The room has adequate cooling. The PC will boot up, but locks up after 5 to 10 minutes of use. After a lockup, it will not reboot immediately. Which of the following is the MOST likely problem?

- A. The PC air intakes are clogged with cement dust.
- B. The PC has a virus.
- C. The power supply is underrated for the electrical load of the PC.
- D. The CPU heatsink is underrated for the CPU.

Answer: A

Explanation:

QUESTION NO: 617

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

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

Answer: A

Explanation:

QUESTION NO: 618

Which of the following describes the Windows XP loading process?

- A. The MBR loads several files, including NTLDR.

- B. The MBR loads NTLDR and FAT32.
- C. NTLDR passes control to NTOSKRNL, the root operating system.
- D. NTLDR loads several files including the HAL.

Answer: C

Explanation:

QUESTION NO: 619

Which of the following should the technician do so that the user will not be able to see the files required to boot Windows XP?

- A. Windows Explorer>Tools>Folder Options>View tab>Check 'Hide protected operating system files'
- B. Windows Explorer>Tools>Folder Options>View tab>Uncheck 'Hide protected operating system files'
- C. Windows Explorer>Tools>Folder Options>View tab>Uncheck 'Display the contents of system folders'
- D. Windows Explorer>Tools>Folder Options>View tab>Check 'Hide extensions for known file system types'

Answer: A

Explanation:

QUESTION NO: 620

Which of the following should the technician use to have the ability to check properties of a user's pagefile in Windows XP?

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

Answer: D

Explanation:

QUESTION NO: 621

Which of the following command prompt utilities would a technician use to display the physical address of a network adapter?

- A. ping 127.0.0.1
- B. msconfig
- C. dxdiag
- D. ipconfig /all

Answer: D

Explanation:

QUESTION NO: 622

A computer fails to boot into Windows XP and is displaying an 'invalid boot disk' error message on startup. Which of the following should the technician check FIRST?

- A. Rebuild the master boot record using FIXMBR from within the Windows Recovery Console.
- B. Replace the hard drive.
- C. Format the hard drive and reinstall Windows.
- D. Verify the hard drive is selected as a boot option in BIOS setup.

Answer: D

Explanation:

QUESTION NO: 623

Using the Microsoft Management Console (MMC) in Windows XP Professional, which of the following forces a user to change their password at the next login?

- A. User dialog box
- B. Domain policy folder
- C. General tab
- D. Share folder

Answer: A

Explanation:

QUESTION NO: 624

Which of the following is the minimum page file size supported in Windows XP?

- A. A size equal to the physical memory
- B. Zero MB
- C. 2MB
- D. A size equal to 1.5 the times of the physical memory

Answer: C

Explanation:

QUESTION NO: 625

A dry cleaner is having issues with their computer overheating. Which of the following preventive maintenance techniques would be the BEST short-term resolution to the problem?

- A. Update the firmware on the machine to accommodate for higher temperatures.
- B. Use Disk Cleanup and Defrag to keep the machine from working as hard.
- C. Use a can of compressed air to clean out blocked ventilation.
- D. Relocate the machine to a cooler part of the building.

Answer: C

Explanation:

QUESTION NO: 626

A technician is working for a large defense contractor and is asked to come up with a security solution other than passwords to identify a user on a limited classified computer. Which of the following is the BEST solution?

- A. Smart card with PIN
- B. Tamper proof casings
- C. Cameras
- D. Security locks

Answer: A

Explanation:

QUESTION NO: 627

A client has told a technician that Windows Media Player (WMP) does not work with some of their media devices. Which of the following is the BEST solution to remedy this problem?

- A. Open the media devices and re-install media drivers.
- B. Go to device manufacturers and download new software drivers.
- C. Delete WMP and then re-install.
- D. Open WMP menu and check for updates, then download.

Answer: D

Explanation:

QUESTION NO: 628

A user is trying to connect to a wireless network at home with a laptop. The operating system is displaying no networks are in range. Another user at the same location is connected to wireless with no issues. Which is the MOST likely cause?

- A. The memory is faulty.
- B. The wireless NIC card is disabled.
- C. The hard drive is faulty.
- D. The operating system needs to be reinstalled.

Answer: B

Explanation:

QUESTION NO: 629

Which of the following is the definition of spam?

- A. An attack where repeated attempts are made to guess a users e-mail password.
- B. A malicious program that removes contacts from a user's address book.
- C. Type of virus that can remove the contents of a users e-mail account.
- D. Unwanted or unsolicited advertising e-mail.

Answer: D

Explanation:

QUESTION NO: 630

A Denial of Service (DoS) attack is:

- A. an attempt to bring down a website or other online service.
- B. a prank where someone sends an unauthorized e-mail attempting to close a user's e-mail account.
- C. stealing a user's identity and making changes to their accounts.
- D. an attempt to change a user's password to prevent access to a service by repeatedly guessing the user's information.

Answer: A

Explanation:

QUESTION NO: 631

Which of the following is required to support BitLocker drive encryption with default settings? (Select TWO).

- A. More than 2GB of available free space
- B. Two partitions
- C. Windows Vista Business Edition
- D. All drives must be converted to Dynamic Disks
- E. Trusted Platform Module (TPM)

Answer: B,E

Explanation:

QUESTION NO: 632

The Complete PC Backup feature is available in which of the following versions of Windows? (Select TWO).

- A. Windows Vista Ultimate
- B. Windows Vista Business
- C. Windows XP Professional SP2
- D. Windows 2000 Professional
- E. Windows Vista Home Basic
- F. Windows Vista Home Premium
- G. Windows XP Home

Answer: A,B

Explanation:

QUESTION NO: 633

A customer wants to install a wireless network, but has determined that the office next door uses 2.4GHz phones. Which of the following wireless standard should a technician recommend to prevent interference from the phones?

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

Answer: C

Explanation:

QUESTION NO: 634

In Windows Vista, which of the following is a recovery option available in the Recovery Environment dialog box?

- A. Event Viewer
- B. Device Manager
- C. System Configuration Utility
- D. Command prompt

Answer: D

Explanation:

QUESTION NO: 635

Which of the following authentication technologies are often changed every 15-90 days in a corporate environment to provide added security?

- A. Biometric devices
- B. Usernames
- C. Passwords
- D. Smart cards

Answer: C

Explanation:

QUESTION NO: 636

Which of the following BEST describes the purpose of user account control (UAC) in Windows Vista?

- A. UAC ensures that standard users cannot access the files and folders of administrative users.
- B. UAC allows a computer administrator to add new user accounts to the system, configure passwords and settings for existing users, or remove existing user accounts.
- C. UAC ensures that viruses and other malware cannot infect the computer, eliminating the need for thirdparty antivirus solutions.
- D. UAC ensures that important changes cannot be made to Windows Vista without the permission of a computer administrator.

Answer: D

Explanation:

QUESTION NO: 637

A technician is replacing a power supply which failed following an electrical spike. After replacing the power supply, which of the following steps should the technician take NEXT?

- A. Document that the repair has been completed.
- B. Boot the computer and verify that everything is working normally.
- C. Replace the motherboard in case it has also been damaged by the power spike.
- D. Reinstall the user's operating system.

Answer: B

Explanation:

QUESTION NO: 638

A technician is troubleshooting a laptop that displays no video on the LCD. The laptop appears to be powering on and booting normally. Which of the following is the BEST option?

- A. Connect an external monitor to determine if the graphics adapter has failed.
- B. Remove the battery and use only the power adapter.

- C. Boot into Last Known Good Configuration.
- D. Try booting from a bootable CD.

Answer: A

Explanation:

QUESTION NO: 639

In Windows Vista, which of the following methods can be used to permanently delete files, without sending the files to the Recycle Bin?

- A. Hold the control key while deleting the file.
- B. Right click the file to be deleted, select 'Permanently Delete'.
- C. Hold the shift key while deleting the file.
- D. Use the delete key on the keyboard instead of the delete option in the GUI.

Answer: C

Explanation:

QUESTION NO: 640

Which of the following should be used to kill a process that is not responding?

- A. Task Manager
- B. listsvc
- C. fixboot
- D. Device Manager

Answer: A

Explanation:

QUESTION NO: 641

Which of the following utilities can show startup programs? (Select TWO).

- A. msinfo32
- B. sysedit
- C. boot.ini
- D. systeminfo

E. msconfig

Answer: A,E

Explanation:

QUESTION NO: 642

Advanced Power Management (APM) has a number of power-states. How many states does APM have?

A. 3

B. 4

C. 5

D. 6

Answer: C

Explanation:

QUESTION NO: 643

A customer recently bought a new DVD drive to install into an existing workstation with a CD drive already installed. After installing, the BIOS reports the drives do not exist. Which of the following will fix the problem?

A. Change the jumper settings.

B. Replace the CD drive.

C. Update the BIOS.

D. Replace the DVD drive.

Answer: A

Explanation:

QUESTION NO: 644

A technician needs to make some changes in the registry for file extension updates. Which of the following command line tools would they use?

A. regedit

B. msconfig

- C. edit
- D. dxdiag

Answer: A

Explanation:

QUESTION NO: 645

A customer wants to know what version of DirectX the current workstation has installed. Which of the following command line tools would the customer use?

- A. edit
- B. systeminfo
- C. gpedit.msc
- D. dxdiag

Answer: D

Explanation:

QUESTION NO: 646

Which of the following is used by attackers to trick a user into sharing sensitive information or passwords?

- A. War dialing
- B. Brute force attack
- C. Social engineering
- D. Trojan attack

Answer: C

Explanation:

QUESTION NO: 647

Which of the following are some of the performance requirements for Windows Vista Aero? (Select TWO).

- A. 1GB of system RAM
- B. 1GHz CPU

- C. 64MB Video Adapter
- D. 500GB hard drive
- E. LCD monitor

Answer: A,B

Explanation:

QUESTION NO: 648

Which of the following connector types is used for a 100BaseT network?

- A. RJ-12
- B. RJ-11
- C. RJ-14
- D. RJ-45

Answer: D

Explanation:

QUESTION NO: 649

Which of the following is an example of a serial port?

- A. LPT1
- B. PRN
- C. COM1
- D. VGA

Answer: C

Explanation:

QUESTION NO: 650

Which of the following motherboard types will fit in a set-top or compact/small form factor chassis?

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

Answer: D

Explanation:

QUESTION NO: 651

Which of the following storage media has the HIGHEST potential capacity?

- A. Blu-Ray
- B. DVD
- C. Tape
- D. CD

Answer: C

Explanation:

QUESTION NO: 652

Which of the following cables consists of only two twisted pairs of copper wires?

- A. Coaxial
- B. Fiber
- C. POTS line
- D. UTP

Answer: C

Explanation:

QUESTION NO: 653

A customer states that the RJ-45 cable is broken and a new one is needed. Which of the following is the client referring to in this situation?

- A. Ethernet cable for the DSL modem
- B. Phone cable from the dial-up modem
- C. IEEE 1394 cable from the external hard drive
- D. Coaxial cable for the cable modem

Answer: A

Explanation:

QUESTION NO: 654

Which of the following printer technologies provides the LOWEST cost per page?

- A. Laser
- B. Dot matrix
- C. Dye-sublimation
- D. Inkjet

Answer: A

Explanation:

QUESTION NO: 655

A high-end workstation has four internal hard disk drives. One drive holds personal data, one drive holds corporate documents, one drive holds the operating system, and the last drive holds the software installation package files. Which of the following drives should be placed FIRST in the BIOS boot priority list?

- A. The operating system drive
- B. The personal data drive
- C. The software installation package drive
- D. The corporate document drive

Answer: A

Explanation:

QUESTION NO: 656

Where is the Fonts folder found on a typical Windows XP or Vista machine?

- A. C:\Windows\Fonts
- B. C:\Windows\System32\Fonts
- C. C:\Fonts
- D. C:\Users\Fonts

Answer: A

Explanation:

QUESTION NO: 657

Which of the following should be the FIRST step in troubleshooting a problem?

- A. Establish a theory of probable cause
- B. Establish a plan of action
- C. Verify full system functionality
- D. Identify the problem

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.
2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 658

Which of the following should be the FINAL step according to the troubleshooting theory?

- A. Verify full system functionality
- B. Implement preventative measures
- C. Implement the solution
- D. Document findings and outcomes

Answer: D

Explanation: The steps in the troubleshooting process, according to the CompTIA A+ certification exam objectives, are the following:

1. Identify the problem - Question the user, identify user changes, and perform backups before making changes.

2. Analyze the problem Establish a theory of probable cause. - This is often referred to as root cause analysis.
3. Test components - Test the theory to determine the cause. Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, establish a new theory or escalate the problem.
4. Establish a plan of action – Finally, implement the solution.
5. Evaluate the results - Verify full system functionality. If applicable, implement preventative measures.
6. Document - Record your findings, actions, and outcomes.

QUESTION NO: 659

Which of the following should be completed NEXT, after testing the theory of probable cause?

- A. Verify full system functionality
- B. Implement preventative measures
- C. Establish a plan of action to resolve the problem
- D. Implement the solution to the problem

Answer: C

Explanation:

QUESTION NO: 660

Which of the following should be checked prior to an operating system being installed?

- A. HDD
- B. USB
- C. RAM
- D. HCL

Answer: D

Explanation:

QUESTION NO: 661

Which of the following is used to access the Task Manager in Windows XP Professional? (Select TWO).

- A. Left click on the task bar
- B. Right click on the start button
- C. Control + alt + delete
- D. Control + alt + escape
- E. Right click on the task bar

Answer: C,E

Explanation:

QUESTION NO: 662

A notebook user states they cannot connect to a company's wireless network. The wireless connection worked the day before. Which of the following is the FIRST troubleshooting step to perform?

- A. Toggle the wireless network switch and verify working status.
- B. Delete then recreate the laptop's wireless network connection.
- C. Update the wireless interface drivers on the laptop.
- D. Install the latest firmware for the wireless interface.

Answer: A

Explanation:

QUESTION NO: 663

A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

- A. Establish a plan of action to resolve the problem
- B. Implement the solution
- C. Test the theory to determine cause
- D. Verify full system functionality

Answer: C

Explanation:

QUESTION NO: 664

Which of the following is the MINIMUM memory requirement for installing Windows Vista Home Basic?

- A. 1GB
- B. 128MB
- C. 256MB
- D. 512MB

Answer: D

Explanation:

QUESTION NO: 665

A user can no longer launch their word processing program. The program worked fine yesterday. Which of the following options could BEST be used to fix the word processing program?

- A. Safe Mode
- B. Automated System Recovery
- C. Last Known Good Configuration
- D. System Restore

Answer: D

Explanation:

QUESTION NO: 666

Which of the following would BEST be used to remove dust buildup in a computer?

- A. UPS
- B. Office vacuum
- C. Compressed air
- D. Lint free cloth

Answer: C

Explanation:

QUESTION NO: 667

Which of the following Internet connections has the HIGHEST latency?

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

Answer: B

Explanation:

QUESTION NO: 668

Which of the following **MUST** be configured to turn a computer on remotely with a network packet?

- A. Sleep timers
- B. Hibernate
- C. Standby
- D. WOL

Answer: D

Explanation:

QUESTION NO: 669

Which of the following file systems has a **MAXIMUM** file size of 4GB?

- A. FAT
- B. NTFS
- C. FAT32
- D. CDFS

Answer: C

Explanation:

QUESTION NO: 670

A 2.5 inch (6.4cm) external hard drive is **MOST** likely to use which of the following power supplies?

- A. USB
- B. BTX

- C. FireWire
- D. ATX

Answer: A

Explanation:

QUESTION NO: 671

A heat sink's MAIN purpose is to:

- A. regulate the cooling fan speed.
- B. store heat.
- C. synchronize cooling between the CPU and video card.
- D. draw heat away from a component.

Answer: D

Explanation:

QUESTION NO: 672

Which of the following printer types will have a fuser?

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

Answer: B

Explanation:

QUESTION NO: 673

Which of the following printer types usually requires special print media?

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

Answer: A

Explanation:

QUESTION NO: 674

Which of the following is the MOST common example of a consumable in a laser printer?

- A. Exit assembly
- B. Registration assembly
- C. Laser scanner
- D. Toner

Answer: D

Explanation:

QUESTION NO: 675

After a technician has upgraded the memory in a system, the user experiences random system lock-ups. Which of the following actions should the technician perform FIRST?

- A. Ask the user about any other changes to the system
- B. Scan the system for viruses or malware
- C. Reboot the computer
- D. Replace the memory

Answer: A

Explanation:

QUESTION NO: 676

Which of the following identifies priority print jobs and determines the order in which to print documents?

- A. NVRAM
- B. Spooler
- C. Driver
- D. Firmware

Answer: B

Explanation:

QUESTION NO: 677

Where would a technician look to find the version of Windows running on a machine?

- A. System Properties > General Tab
- B. Computer Management > Device Manager
- C. System Properties > Advanced Tab
- D. Computer Management > System Tools

Answer: A

Explanation:

QUESTION NO: 678

A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

- A. Change the BIOS settings to the local time
- B. Adjust the voltage selector switch
- C. Attach a 220 volt power strip from the current region to the PC.
- D. Attach a 120 volt battery backup power supply to the PC.

Answer: B

Explanation:

QUESTION NO: 679

A technician needs to limit some of the processes and services that the computer runs at startup. Which of the following commands provides an interface to accomplish this?

- A. mstsc
- B. mmc
- C. msconfig
- D. REGEDIT

Answer: C

Explanation:

QUESTION NO: 680

Which of the following technologies is the MOST secure form of wireless encryption?

- A. SSL
- B. WPA
- C. WEP
- D. TLS

Answer: B

Explanation:

QUESTION NO: 681

Which of the following wireless standards has the potential for having the MOST bandwidth?

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

Answer: D

Explanation:

QUESTION NO: 682

Placing a phone call in an attempt to siphon information from an employee at a company is an example of:

- A. intrusion detection.
- B. social engineering.
- C. port security.
- D. war driving.

Answer: B

Explanation:

QUESTION NO: 683

Smart cards are an example of:

- A. who you are.
- B. what you have.
- C. what you do.
- D. what you know.

Answer: B

Explanation:

QUESTION NO: 684

The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

- A. Jumper settings are incorrect
- B. The RAM module is defective
- C. The memory slot is defective
- D. CMOS needs to be flashed

Answer: C

Explanation:

QUESTION NO: 685

A technician is installing a new small form factor motherboard. Which of the following form factors is the technician MOST likely installing?

- A. Micro ATX
- B. NLX
- C. ATX
- D. BTX

Answer: A

Explanation:

QUESTION NO: 686

Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

- A. Quad core
- B. Triple core
- C. Dual core
- D. Hyper-threading

Answer: D

Explanation:

QUESTION NO: 687

Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

- A. 8-bit
- B. 16-bit
- C. 32-bit
- D. 64-bit

Answer: D

Explanation:

QUESTION NO: 688

Which of the following memory types needs to be refreshed?

- A. Non-parity
- B. Parity
- C. DRAM
- D. SRAM

Answer: C

Explanation:

QUESTION NO: 689

Which of the following adapter cards allows I/O devices to be connected and transmits data at

480Mbps?

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

Answer: A

Explanation:

QUESTION NO: 690

Which of the following adapter cards allows I/O devices to be connected and transmits data using a POTS line?

- A. PCI tuner card
- B. PCI modem
- C. PCI SCSI
- D. PCI Ethernet

Answer: B

Explanation:

QUESTION NO: 691

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

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

Answer: D

Explanation:

QUESTION NO: 692

Which of the following printer types would MOST likely need a fuser replaced?

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

Answer: D

Explanation:

QUESTION NO: 693

Which of the following printer types would MOST likely be used in a shipping department to create shipping labels on adhesive paper?

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

Answer: C

Explanation:

QUESTION NO: 694

Which of the following would MOST likely be used to aid a technician in the removal of spyware?

- A. ASR
- B. Safe Mode
- C. Restore Point
- D. Recovery Console

Answer: B

Explanation:

QUESTION NO: 695

Which of the following network types allows for high speed data communication and is the MOST difficult to splice into?

- A. Cable

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

Answer: D

Explanation:

QUESTION NO: 696

Which of the following maintenance utilities is used to reorganize files on a hard drive?

- A. SCANDISK
- B. DEFRAG
- C. CHKDSK
- D. Disk Cleanup

Answer: B

Explanation:

QUESTION NO: 697

Which of the following provides the LEAST amount of power efficiency?

- A. Quad core
- B. Single core
- C. Triple core
- D. Dual core

Answer: B

Explanation:

QUESTION NO: 698

Which of the following can a technician type into the command prompt to open a Remote Desktop Connection?

- A. mstsc
- B. mmc
- C. msconfig

D. ipconfig

Answer: A

Explanation:

QUESTION NO: 699

Which of the following is the key combination to resolve an inverted display?

- A. Windows Key + ALT + U
- B. CTR + ALT + Down arrow
- C. SHIFT+ HOME + PG UP
- D. CTR + TAB + Enter

Answer: B

Explanation:

QUESTION NO: 700

A technician is trying to lockdown a workstation to prevent the boot order from being changed. Which of the following is the first line of defense that can be implemented?

- A. System password
- B. OS password
- C. BIOS password
- D. Drive password

Answer: C

Explanation:

QUESTION NO: 701

Which key combination allows the choice of Task Manager or the computer to be locked in Windows XP Professional?

- A. Shift + F5
- B. Ctrl + Alt + T
- C. Ctrl + Alt + Esc
- D. Ctrl + Alt + Del

Answer: D

Explanation:

QUESTION NO: 702

Which of the following procedures should the technician perform FIRST to check that the printer is operational?

- A. Reload the printer drivers
- B. Update the printer firmware
- C. Reboot the computer
- D. Print an internal test page

Answer: D

Explanation:

QUESTION NO: 703

How can a print spooler help a technician diagnose a problem?

- A. Provides a log file of all the printer errors
- B. Updates printer firmware via Telnet
- C. Shows submitted print jobs
- D. Shows all print jobs that were successfully printed

Answer: C

Explanation:

QUESTION NO: 704

Which of the following cables uses an ST connector by default?

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

Answer: B

Explanation:

QUESTION NO: 705

Which of the following utilities is used to disable programs at startup?

- A. MMC
- B. Utility Manager
- C. Device Manager
- D. MSCONFIG

Answer: D

Explanation:

QUESTION NO: 706

Which of the following explains why it is important to change the default SSID on a wireless router?

- A. Not all computers can connect to a default login name
- B. A default SSID does not broadcast as far as a unique SSID
- C. To differentiate between different wireless networks
- D. Encryption may not work well with the default SSID

Answer: C

Explanation:

QUESTION NO: 707

A user wants to install a new game and needs to make sure the proper version of DirectX is installed. Which of the following is the BEST way to check for the DirectX version?

- A. REGEDIT
- B. services.msc
- C. DxDiag
- D. msconfig

Answer: C

Explanation:

QUESTION NO: 708

Which of the following connector types is MOST commonly used by digital cameras?

- A. Serial
- B. Parallel
- C. USB
- D. PS/2

Answer: C

Explanation:

QUESTION NO: 709

Which of the following software options would BEST protect against unwanted emails?

- A. Anti-adware software
- B. Anti-virus software
- C. Anti-spam software
- D. Anti-spyware software

Answer: C

Explanation:

QUESTION NO: 710

Which of the following software options would BEST protect against identity theft?

- A. Anti-virus software
- B. Anti-spyware software
- C. Anti-spam software
- D. Anti-adware software

Answer: B

Explanation:

QUESTION NO: 711

Which of the following communication types requires an RJ-11 connector as part of the

installation?

- A. Cable TV tuner
- B. Cellular WAN
- C. Dial-up modem
- D. Bluetooth

Answer: C

Explanation:

QUESTION NO: 712

Which of the following would use a POTS line for receiving Internet packets?

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

Answer: A

Explanation:

QUESTION NO: 713

Which of the following port types can be used to connect a hard drive to a computer? (Select THREE).

- A. eSATA
- B. FireWire
- C. PATA
- D. Parallel
- E. Serial
- F. PS/2

Answer: A,B,C

Explanation:

QUESTION NO: 714

Which of the following methods can be used to apply a file system to a hard drive partition? (Select TWO).

- A. Device Manager MMC
- B. Format Command
- C. Disk Management MMC
- D. Windows Explorer Menus
- E. FDISK Command

Answer: B,C

Explanation:

QUESTION NO: 715

Which of the following Windows versions contains the UAC security feature?

- A. Windows Vista
- B. Windows 2000 Professional
- C. Windows XP 32-bit
- D. Windows XP 64-bit

Answer: A

Explanation:

QUESTION NO: 716

Which of the following processors would provide the BEST performance?

- A. Pentium 4 with Hyper-Threading
- B. Pentium Core 2 Duo
- C. Single-Core Athlon64
- D. 64-bit Core 2 Quad

Answer: D

Explanation:

QUESTION NO: 717

A Windows XP Professional PC needs to be checked for compatibility before being upgraded to

Windows Vista Business. Which of the following would be the BEST action to take before the upgrade?

- A. Run the Windows Vista Upgrade Advisor on the target PC.
- B. Check the README file on the Vista installation DVD for system requirements.
- C. Check the manufacturer's support pages for system requirements.
- D. Run the Windows AIK on the Vista installation DVD.

Answer: A

Explanation:

QUESTION NO: 718

Which of the following WLAN protocols is in the 5GHz band with a MAXIMUM data rate of 54Mbps?

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

Answer: A

Explanation:

QUESTION NO: 719

Which of the following media types is considered a solid state?

- A. Thumb drive
- B. DVD drive
- C. Blu-Ray drive
- D. IDE FDD

Answer: A

Explanation:

QUESTION NO: 720

A technician wants to copy information between PCs but has no network access. Which of the

following would be the technician's BEST choice for storage size and portability?

- A. DVD
- B. Floppy disk
- C. USB flash drive
- D. CD-ROM

Answer: C

Explanation:

QUESTION NO: 721

A user wants to securely connect a laptop to their business network to access files and services from their home Internet connection. Which of the technologies would BEST accomplish a secure connection?

- A. VLAN
- B. QoS
- C. 802.11n
- D. VPN

Answer: D

Explanation:

QUESTION NO: 722

Which of the following is a hardware chip that stores encryption keys and aids in the keys generation?

- A. CMOS
- B. BIOS
- C. TPM
- D. MAC

Answer: C

Explanation:

QUESTION NO: 723

Which of the following Windows features provides an added security measure to protect against unauthorized changes being made to the system?

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

Answer: A

Explanation:

QUESTION NO: 724

Which of the following file system types should be chosen on a computer having Windows XP installed, if granular security permissions are required?

- A. EXT
- B. FAT16
- C. FAT32
- D. NTFS

Answer: D

Explanation:

QUESTION NO: 725

Which of the following devices is used to move frames between a source and destination based on a MAC address?

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

Answer: D

Explanation:

QUESTION NO: 726

Which of the following DSL types has the same upstream and downstream bandwidth?

- A. IDSL
- B. FIOS
- C. ADSL
- D. SDSL

Answer: D

Explanation:

QUESTION NO: 727

Which of the following protocols would BEST grant the user secure access to a remote location?

- A. VPN
- B. FTP
- C. POP3
- D. DNS

Answer: A

Explanation:

QUESTION NO: 728

Which of the following connectors would be used in POTS?

- A. RG-58
- B. RJ-45
- C. BNC
- D. RJ-11

Answer: D

Explanation:

QUESTION NO: 729

Which of the following is used in conjunction with full drive encryption?

- A. WPA

- B. RAID
- C. Drive lock
- D. TPM

Answer: D

Explanation:

QUESTION NO: 730

Which of the following has the HIGHEST storage capacity?

- A. DVD+RW
- B. CD-ROM
- C. Blu-Ray
- D. HD DVD

Answer: C

Explanation:

QUESTION NO: 731

Which of the following protocols encrypt communication? (Select TWO).

- A. HTTPS
- B. TELNET
- C. SMTP
- D. DNS
- E. SSH

Answer: A,E

Explanation:

QUESTION NO: 732

A company is next door to an apartment complex. The technician finds that the log file on the wireless router has recorded multiple failed login attempts. One way the technician can help minimize these attempts to access the router is to:

- A. disable SSID broadcast.

- B. switch from WEP to WPA.
- C. enable SSL 3.0 in the advanced tab of IE properties.
- D. enable TLS 1.0 in the advanced tab of IE properties.

Answer: A

Explanation:

QUESTION NO: 733

On which of the following transmission media types can LC connectors be found?

- A. UTP
- B. STP
- C. Coaxial
- D. Fiber

Answer: D

Explanation:

QUESTION NO: 734

Plenum cabling is generally more expensive than standard cabling. The additional expense is justified because:

- A. the wires are made from a high quality of copper.
- B. it is made from stranded wire as opposed to solid wire.
- C. the sheathing is made from fire resistant material.
- D. it is extremely flexible, making it easier to work with and pull through tight spaces.

Answer: C

Explanation:

QUESTION NO: 735

Which of the following would a technician use to clean the inside of a PC in a low noise environment?

- A. Standard vacuum
- B. Alcohol-based cloth

- C. Compressed air
- D. Computer vacuum

Answer: C

Explanation:

QUESTION NO: 736

Which of the following is MOST likely to use an RJ-45 connector?

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

Answer: A

Explanation:

QUESTION NO: 737

Which of the following is the MINIMUM amount of memory required to install Windows XP Professional?

- A. 64MB
- B. 128MB
- C. 256MB
- D. 512MB

Answer: A

Explanation:

QUESTION NO: 738

Which of the following will BEST help a technician remove a virus from an infected computer?

- A. Emergency Repair Disk
- B. Automated System Recovery
- C. System Restore
- D. Safe Mode

Answer: D

Explanation:

QUESTION NO: 739

Which of the following monitor technologies would allow a technician to set the resolution at 1920x1200?

- A. VGA
- B. UXGA
- C. WUXGA
- D. XGA

Answer: C

Explanation:

QUESTION NO: 740

Which of the following can be disabled to prevent users from identifying a wireless network?

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

Answer: D

Explanation:

QUESTION NO: 741

A client has just installed a new printer and restarts the computer to finalize the changes. The computer boots and a blinking cursor appears in the upper left corner of the screen. Which of the following is the BEST way to resolve this?

- A. Reinstall the OS
- B. Disable USB legacy support in the BIOS
- C. Replace the printer
- D. Unplug the printer when the computer boots up

Answer: B

Explanation:

QUESTION NO: 742

A client states they are receiving poor signal strength on their wireless Internet connection. Which of the following is MOST likely causing the interference? (Select TWO).

- A. Cordless phones
- B. Drywall
- C. Access points
- D. Microwaves
- E. Fluorescents lights

Answer: A,D

Explanation:

QUESTION NO: 743

Which of the following is the MOST common secure web server port?

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

Answer: D

Explanation:

QUESTION NO: 744

From which of the following locations is the BEST place to receive the latest video drivers?

- A. Tech forums
- B. P2P websites
- C. Manufacturer's website
- D. Third party vendor website

Answer: C

Explanation:

QUESTION NO: 745

Which of the following is needed to boot into the Recovery Console in Windows XP?

- A. Emergency Restore Disk
- B. System Restore point
- C. Original Installation CD
- D. Automated System Recovery

Answer: C

Explanation:

QUESTION NO: 746

A user reports that at times the display on their monitor gets shaky and wavy. Which of the following describes a possible reason that this occurs?

- A. The refresh rate of the monitor was set too high causing the video card to become over-utilized.
- B. The resolution on the monitor was set too high and caused the display to become unstable.
- C. The user was visiting websites that were not approved by the company and were blocked.
- D. The user has a portable heater plugged into the same circuit causing electrical interference.

Answer: D

Explanation:

QUESTION NO: 747

Which of the following would be the MOST secure on a wireless router for a SOHO?

- A. WEP
- B. SSID disabled
- C. MAC filtering
- D. WPA

Answer: D

Explanation:

QUESTION NO: 748

Which of the following network connections would use a standard POTS line to both send and receive Internet packets? (Select TWO).

- A. Dial-up
- B. DSL
- C. Satellite
- D. OC3
- E. T1

Answer: A,B

Explanation:

QUESTION NO: 749

Which of the following devices is considered a solid state storage device?

- A. Flash drive
- B. Tape drive
- C. Blu-Ray
- D. CD-RW

Answer: A

Explanation:

QUESTION NO: 750

Which of the following is placed FIRST on top of the processor to aid in the cooling process?

- A. Fan
- B. Mounting bracket
- C. Thermal compound
- D. Heatsink

Answer: C

Explanation:

QUESTION NO: 751

A user would like to backup their data weekly. Which of the following should a technician MOST likely recommend?

- A. DVD
- B. USB SSD
- C. CD
- D. Blu-Ray

Answer: B

Explanation:

QUESTION NO: 752

A user's OS has become corrupt, and the user would like to restore the PC back to when they first bought the machine. Which of the following would be the BEST choice?

- A. Factory Recovery Partition
- B. Use Safe Mode
- C. Last Known Good Configuration
- D. Purchase a copy of the original OS

Answer: A

Explanation:

QUESTION NO: 753

The user has forgotten their password. Which of the following would be the BEST option for reconfiguring their password?

- A. Safe Mode
- B. OS reinstall
- C. Emergency Repair Disk
- D. Recovery Console

Answer: C

Explanation:

QUESTION NO: 754

Which of the following is MOST likely a program that appears to be something it is not?

- A. Driver
- B. Windows update
- C. Trojan
- D. Worm

Answer: C

Explanation:

QUESTION NO: 755

Which of the following Windows versions includes Windows Defender, by default? (Select TWO).

- A. Windows Vista Home Premium
- B. Windows 2000 Professional
- C. Windows XP Pro
- D. Windows XP Pro x64
- E. Windows Vista Pro

Answer: A,E

Explanation:

QUESTION NO: 756

Which of the following attributes is set when a file is ready to be backed up?

- A. a
- B. h
- C. r
- D. s

Answer: A

Explanation:

QUESTION NO: 757

Which of the following commands changes a file characteristic so that it cannot be seen with a standard directory query?

- A. attrib file.txt +h
- B. attrib file.txt +r
- C. ren file.txt
- D. attrib file.txt +s

Answer: A

Explanation:

QUESTION NO: 758

A technician has upgraded a CRT and has been asked to dispose of it. Which of the following is the MOST appropriate action?

- A. Inquire as to how the customer normally disposes of computer equipment.
- B. Explain to the customer that disposal is not an offered service.
- C. Remove the monitor from the customer's site and resell it.
- D. Check local regulations and ordinances and then comply.

Answer: D

Explanation:

QUESTION NO: 759

A technician's coworker has accidentally been exposed to what may be a dangerous solvent. Which of the following is the MOST appropriate action to take?

- A. Clean the area of exposure.
- B. Immediately quarantine the coworker.
- C. Flush the solvent with water.
- D. Consult the MSDS and follow the directions.

Answer: D

Explanation:

QUESTION NO: 760

Which of the following would BEST provide cooling to a processor?

- A. Case fan

- B. Heatsink
- C. Liquid cooling system
- D. CPU fan

Answer: C

Explanation:

QUESTION NO: 761

A networking device that sends packets to all connections is a:

- A. gateway.
- B. hub.
- C. switch.
- D. router.

Answer: B

Explanation:

QUESTION NO: 762

A networking device that keeps track of which computer or device is connected to each port is a:

- A. gateway.
- B. switch.
- C. hub.
- D. VLAN.

Answer: B

Explanation:

QUESTION NO: 763

A technician encounters an IP address of 126.22.240.1. The IP address is a member of which of the following classes?

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

D. Class D

Answer: A

Explanation:

QUESTION NO: 764

Which of the following data security features requires a physiological trait for authentication?

A. Smart card

B. TPM

C. Firewall

D. Biometrics

Answer: D

Explanation: