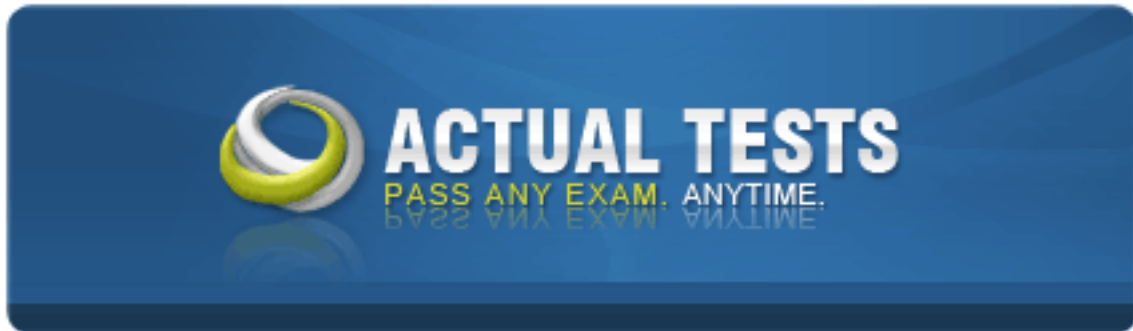


**CompTIA 220-702**



**220-702 Practical Application**

**Practice Test**

**Version 6.4**

**QUESTION NO: 1**

A user reports that their computer is running considerably slower after visiting a website. The user's PC has a current antivirus package that is running correctly. Which of the following should the technician do FIRST in order to diagnose the problem?

- A. Clear the web browser history.
- B. Run an anti-spyware tool.
- C. Defrag the user's hard drive.
- D. Run the CHKDSK utility.

**Answer: B**

**QUESTION NO: 2**

Which of the following protocols would a technician use to run commands on a remote computer?

- A. NETBIOS
- B. FTP
- C. SMTP
- D. TELNET

**Answer: D**

**QUESTION NO: 3**

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

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

**Answer: D**

**QUESTION NO: 4**

A customer wants to change the file system on a Windows 2000 PC from FAT32 to NTFS without destroying data. Which of the following is correct?

- A. From the command line run XCOPY \*.\* C: /M

- B. From the command line run `FORMAT C: /FS:NTFS`
- C. From the command line run `XCOPY *.* C: /-Y`
- D. From the command line run `CONVERT C: /FS:NTFS`

**Answer: D**

**QUESTION NO: 5**

An inkjet printer has poor color registration. Which of the following should be done FIRST to resolve the problem?

- A. Clean the printheads.
- B. Replace the toner.
- C. Calibrate the device.
- D. Replace the drum.

**Answer: C**

**QUESTION NO: 6**

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

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

**Answer: B**

**QUESTION NO: 7**

An assistant in a company unexpectedly falls ill the week before a major company merger. The assistant was responsible for maintaining all of the files concerning the merger and used NTFS permissions on the folders to keep them protected. No one has the passwords but the data must be accessed immediately. Which of the following would be the BEST method for the technician to access this data?

- A. Log in as administrator and copy the files to the assistant's manager profile on the computer.
- B. Log in as administrator and assign ownership of the files to the assistant's manager.

- C. Log in as administrator and assign share rights of the files to the assistant's manager.
- D. Log in as administrator and rename the assistant's profile to the manager's profile on the computer.

**Answer: B**

**QUESTION NO: 8**

A customer reports that their sound is not working. They state that the speakers worked previously. Which of the following should the technician check? (Select THREE).

- A. Speakers are in regulatory compliance.
- B. Speakers are on and the mute is off.
- C. Ensure the speakers are on the Windows HCL.
- D. Verify the system has enough hard drive space.
- E. The audio driver is installed correctly.
- F. Speakers are plugged into the correct jack.

**Answer: B,E,F**

**QUESTION NO: 9**

A technician is setting up a secure SOHO network. Which of the following items needs to be setup on the network?

- A. SSID, encryption type, MAC security, encryption key
- B. SSID, wireless access point, encryption type, encryption key
- C. SSID, encryption type, encryption key, a channel
- D. SSID, WEP 128, MAC security, a channel

**Answer: C**

**QUESTION NO: 10**

Which of the following is the effective bandwidth of a 100BASE-TX network card when full-duplex is enabled?

- A. 50MBps
- B. 100MBps
- C. 200MBps
- D. 1000MBps

**Answer: C**

**QUESTION NO: 11**

A user is having trouble printing. The technician determines that the print queue has stalled and the print spooler service has stopped. Which of the following can be used to restart the print spooler?

- A. Start>All Programs>Printing>Restart Spooler.
- B. Restart the computer.
- C. Start>Control Panel>Printers and Faxes>right click the name of the affected printer>Restart Spooler.
- D. Start>Control Panel>Administrative Tools>Services>Select Print Spooler>Start.

**Answer: D**

**QUESTION NO: 12**

When using a cable select configuration for multiple ATA hard drives, which of the following pin numbers is used to communicate the drive that is selected as master?

- A. 20
- B. 21
- C. 28
- D. 39

**Answer: C**

**QUESTION NO: 13**

A technician's system is displaying the error message 'Missing operating system'. The system will not boot up. Which of the following is the MOST likely cause of the error? (Select TWO).

- A. The MBR is not reading the volume boot record (VBR).
- B. The CMOS battery is not functional.
- C. A failed integrated controller on the hard disk drive.
- D. The volume boot record (VBR) is missing 55Ah.
- E. Drive parameters in the BIOS are not set to auto.

**Answer: A,B**

**QUESTION NO: 14**

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

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

**Answer: A**

**QUESTION NO: 15**

A technician is troubleshooting software that was supposed to startup when the PC powered on. The software failed to start. Which of the following should the technician use to investigate the issue?

- A. Sessions
- B. System
- C. Security
- D. Application

**Answer: D**

**QUESTION NO: 16**

A user reports that email is working but they are unable to access the Internet. Which of the following is the NEXT step in solving the issue?

- A. Check the DNS server.
- B. Check the DHCP server.
- C. Verify the correct IP address.
- D. Ensure the website is not blocked.

**Answer: A**

**QUESTION NO: 17**

A customer cannot print certain PDF documents on their laser printer. The print job in is a multi-page large PDF with multiple colors. Which of the following is the MOST likely solution?

- A. Change the driver from PCL to Post Script.
- B. Update the printer firmware to handle larger jobs.
- C. Add additional memory to the laser printer.
- D. Add additional memory to the computer.

**Answer: C**

**QUESTION NO: 18**

During POST a beep can be heard, and the computer does not boot. Which of the following BEST describes the problem?

- A. RAM failure
- B. Power supply failure
- C. Floppy drive failure
- D. Hard drive failure

**Answer: A**

**QUESTION NO: 19**

A technician is attempting to determine whether a CAT5 patch cord is a straight-through or a crossover. Which of the following is the BEST to use to determine the cord type?

- A. Cable tester
- B. Loopback cable
- C. Multimeter
- D. Extension magnet

**Answer: A**

**QUESTION NO: 20**

Which of the following groups should staff accounts be placed in, if the staff is required to perform most but not all maintenance tasks on a Windows PC?

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

**Answer: A**

**QUESTION NO: 21**

Which of the following commands will examine and restore protected system files?

- A. SFC
- B. RECOVER
- C. REPLACE
- D. COPY

**Answer: A**

**QUESTION NO: 22**

An error reports that some of the Windows system files are missing or corrupt. Which of the following is the BEST tool to use to resolve this problem?

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

**Answer: A**

**QUESTION NO: 23**

A technician is repairing a computer that will not boot up after replacing the power supply. Which of the following should the technician check NEXT?

- A. Memory
- B. BIOS settings
- C. Motherboard
- D. Hard drive

**Answer: C**

**QUESTION NO: 24**

A computer just had a memory upgrade installed on the machine. Upon boot, the system does not recognize the new memory even though it is listed as being compatible on the manufacturer's



website. Which of the following is MOST likely needed to resolve the issue?

- A. OS update
- B. Adjust jumper settings
- C. BIOS update
- D. New CMOS battery

**Answer: C**

**QUESTION NO: 25**

A technician discovers that a newly purchased SDHC card will not function properly in a laptop's card reader slot, the older SD cards work without any issue. The technician verifies on the manufacturer's website that the SDHC cards are compatible with the laptop card reader. Which of the following should the technician do FIRST to resolve this issue?

- A. Format the new card in FAT32.
- B. Use a memory stick DUO instead as it is a compatible format.
- C. Install the latest firmware and drivers.
- D. Purchase a PCMCIA adapter card for insured compatibility with all SD formats.

**Answer: C**

**QUESTION NO: 26**

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

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

**Answer: C**

**QUESTION NO: 27**

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

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

- C. Set the jumpers on both hard drives to secondary.
- D. Remove the jumpers from both hard drives.

**Answer: B**

**QUESTION NO: 28**

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

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

**Answer: A**

**QUESTION NO: 29**

An alternative to plain old telephone service (POTS) would be:

- A. X.25.
- B. Asynchronous transfer mode (ATM).
- C. VoIP.
- D. Public Switched Telephone Network (PSTN).

**Answer: C**

**QUESTION NO: 30**

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

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

**Answer: D**

**QUESTION NO: 31**

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

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

**Answer: B**

**QUESTION NO: 32**

Which of the following supports the Athlon 64?

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

**Answer: B**

**QUESTION NO: 33**

A customer reports intermittent problems accessing remote files. Which of the following would be the MOST likely cause?

- A. There is low virtual memory on the customer's computer.
- B. The workstation's hard drive is nearly full.
- C. There is a network connectivity problem.
- D. The user's computer is running out of memory.

**Answer: C**

**QUESTION NO: 34**

A technician needs to determine the media access control (MAC) address of a network adapter. Which of the following utilities would a technician use?

- A. NETCAP
- B. NETSTAT
- C. PORTQUERY

D. IPCONFIG /ALL

**Answer: D**

**QUESTION NO: 35**

When troubleshooting an 802.11g network. Which of the following can interfere with the network?

- A. 2.4 GHz cordless phone
- B. 900 MHz cordless phone
- C. Bluetooth headset
- D. Bluetooth printer

**Answer: A**

**QUESTION NO: 36**

Which of the following utilities is used to speed up file access?

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

**Answer: A**

**QUESTION NO: 37**

When a technician runs check disk, which of the following switch parameters should be used to detect and fix all sectors on the hard drive?

- A. /f
- B. /r
- C. /v
- D. /x

**Answer: B**

**QUESTION NO: 38**

After installing a DOS based software package, a user reports that they are now having problems with other software programs installed on their Windows XP computer. Which of the following should the technician ask the user to run FIRST?

- A. Start > Run > SFC.EXE /SCANNOW
- B. Start > Run > WINVER.EXE
- C. Start > Run > VERIFIER.EXE /QUERY
- D. Start > Run > WUPDMGR.EXE

**Answer: A**

**QUESTION NO: 39**

A technician has finished reassembling a computer. When the power button on the computer is pressed, the computer beeps many times, but nothing is displayed on the monitor. The technician does not observe any hard drive activity. Which of the following steps should the technician take FIRST?

- A. Change the jumper settings on the hard drive.
- B. Swap the monitor with a known good monitor.
- C. Reseat the RAM.
- D. Reconnect front panel connectors.

**Answer: C**

**QUESTION NO: 40**

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

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

**Answer: C**

**QUESTION NO: 41**

When a laptop is turned on, it reports that a SMART error has occurred. Which of the following components should the technician test FIRST?

- A. Motherboard
- B. Video card
- C. Hard drive
- D. Floppy drive

**Answer: C**

**QUESTION NO: 42**

A technician needs to interconnect two networks with different network protocols. Which of the following is the BEST device to install between these networks?

- A. A router
- B. A gateway
- C. A bridge
- D. A switch

**Answer: B**

**QUESTION NO: 43**

Which of the following would BEST describe how to increase the performance of a system after adding a larger second physical hard drive?

- A. Set the operating system to move the paging file to the second drive and reduce the size of the paging file.
- B. Set the operating system to leave the paging file on the original drive and increase the size of the paging file.
- C. Set the operating system to move the paging file to the second drive and let the system manage the size of the paging file.
- D. Set the operating system to leave the paging file on the original drive and let the system manage the size of the paging file.

**Answer: C**

**QUESTION NO: 44**

A user has just moved a PC from one office to another. The patch cable and the NIC do not appear to be functioning in the new office but were working before the move. The patch cable is plugged in correctly to both the NIC and the wall jack. Which of the following actions should the technician take FIRST?

- A. Verify that the network card is compatible with the operating system.
- B. Verify that the port on the switch is enabled.
- C. Update the network card driver.
- D. Replace the network cable with a crossover cable.

**Answer: B**

**QUESTION NO: 45**

Which of the following network protocols is non-routable?

- A. TCP/IP
- B. FTP
- C. NetBEUI
- D. IPX

**Answer: C**

**QUESTION NO: 46**

A user needs assistance in troubleshooting a printing problem. The print job seems to process correctly at the workstation but never comes out of the printer. Which of the following should a technician recommend?

- A. Restart the print job in the print queue.
- B. Print a test page from the printer properties.
- C. Run the Add Printer Wizard.
- D. Restart the print spooler service.

**Answer: D**

**QUESTION NO: 47**

A technician is assisting a user with the installation of a new print driver, but the user reports an error while running the setup program. Which of the following is the MOST likely cause of the problem?

- A. Insufficient permissions are applied to the user.
- B. The user is using a PostScript driver.
- C. The printer is not connected locally to the user.
- D. The setup executable is corrupt.

**Answer: A**

**QUESTION NO: 48**

A customer states that after installing a new wireless router, all the wireless computers in the home frequently disconnect. Which of the following are the MOST likely causes? (Select TWO).

- A. The wireless router was configured with an improper SSID and needs to have the settings adjusted.
- B. The wireless router is not properly connected to the modem and the cabling setup needs attention.
- C. The wireless router is experiencing interference from devices in the home.
- D. The wireless router may have internal damage and needs to be replaced.
- E. The wireless cards are faulty and need to be replaced.

**Answer: C,D**

**QUESTION NO: 49**

Which of the following commands will allow the technician to edit the registry in Windows XP?

- A. REGSVR32
- B. REGEDIT
- C. EDIT
- D. CMD

**Answer: B**

**QUESTION NO: 50**

A Windows workstation is taking an excessive amount of time to load the desktop after login. Which of the following could be causing the issue?

- A. BIOS on the system board needs to be updated.
- B. The power supply is providing insufficient wattage.
- C. The incorrect video drivers are installed on the computer.
- D. Too many startup applications are running.

**Answer: D**



**QUESTION NO: 51**

Which of the following commands will show the remote machine's IP address and NETBIOS name supplied by the LMHOSTS file?

- A. nbtstat -RR
- B. nbtstat -r
- C. nbtstat -c
- D. nbtstat -s

**Answer: C**

**QUESTION NO: 52**

A network multi-function copier has been installed on a workgroup. When a user scans a photo from their PC, nothing appears. All other users can scan photos without issues. Which of the following is the MOST likely cause?

- A. The scanner is on another network.
- B. The scanner does not have the user's subnet mask.
- C. The TWAIN driver is not set up on the PC.
- D. The PC needs an updated host file.

**Answer: C**

**QUESTION NO: 53**

A client moved their desktop computer to the other side of the desk and now the client can no longer get onto the Internet. Which of the following is the MOST likely cause?

- A. The CAT5 cable is too long.
- B. The NIC became unseated.
- C. DHCP was disabled.
- D. The NIC's drivers need to be reinstalled.

**Answer: B**

**QUESTION NO: 54**

A client cannot connect to the Internet. The technician executes ipconfig at the command line and notices the IP address is 169.254.64.102. Which of the following is the NEXT command the technician should execute?

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

**Answer: A**

**QUESTION NO: 55**

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

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

**Answer: A**

**QUESTION NO: 56**

Which of the following would be the BEST tool to use when diagnosing problems with a motherboard?

- A. POST card
- B. Multimeter
- C. Loopback plug
- D. Tone generator

**Answer: A**

**QUESTION NO: 57**

A customer has lost Internet connectivity. The technician has the customer ping a web address and gets the response 'cannot find host.' The technician then has the customer ping the actual IP address of the same site and gets a successful response back. Which of the following commands should the technician have the customer do next?

- A. IPCONFIG /RELEASE
- B. IPCONFIG /FLUSHDNS

- C. IPCONFIG
- D. IFCONFIG

**Answer: B**

**QUESTION NO: 58**

Which of the following utilities can a technician use to display TCP/IP and port status?

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

**Answer: D**

**QUESTION NO: 59**

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

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

**Answer: C**

**QUESTION NO: 60**

When using the format command, which of the following switches would a technician use to have a hard drive formatted in NTFS?

- A. /fs
- B. /c
- C. /v
- D. /q

**Answer: A**

**QUESTION NO: 61**

A user is not able to receive files off the FTP server. Which of the following default ports needs to be opened for FTP to work properly?

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

**Answer: A**

**QUESTION NO: 62**

A user is not able to send email from home using their business email address. Which of the following port numbers should be configured for SMTP?

- A. 21
- B. 25
- C. 80
- D. 110

**Answer: B**

**QUESTION NO: 63**

A user copied files from a CD and now the files can only be opened as read-only. Which of the following utilities can be used to allow the user the ability to edit the files?

- A. EDIT
- B. CHMOD
- C. ATTRIB
- D. CONVERT

**Answer: C**

**QUESTION NO: 64**

A computer contains an 80GB hard drive with a 20GB partition with Windows 2000 installed on it. In order to install Windows XP in a separate partition, which of the following partition types should be created?

- A. Extended

- B. Secondary
- C. Logical
- D. NTFS

**Answer: A**

**QUESTION NO: 65**

A user reports that every time they start up their computer it stops with a blue screen error. Which of the following methods will give an alternate method of trying to start up a Windows computer?

- A. Press the F4 key during start up.
- B. Hold down the left Shift key during start up.
- C. Press the F2 key during start up.
- D. Press the F8 key during start up.

**Answer: D**

**QUESTION NO: 66**

A user reports that when they started their computer up it gave them the message "Non system disk or operating system is missing," and to press enter to continue. The user stated that the computer worked fine last night when they shut it down. Which of the following is the MOST likely cause of the error?

- A. The system BIOS has failed.
- B. The user left a diskette in the floppy drive.
- C. The computer needs the system recovery CD.
- D. The CD-ROM does not contain a system disk.

**Answer: B**

**QUESTION NO: 67**

A support technician is trying to locate a particular registry key using REGEDIT.EXE, on a Windows 2000 PC. Which of the following is the BEST method of doing this?

- A. Use the import function from the File menu.
- B. Use the find function in the Edit menu.
- C. Use the display binary data function in the View menu.
- D. Navigate through the registry sub-trees.

**Answer: B**

**QUESTION NO: 68**

Which of the following command line tools can be used to display the default gateway, IP address, and DNS servers currently being used by a host?

- A. TRACERT
- B. IPCONFIG /ALL
- C. NSLOOKUP
- D. PING -T

**Answer: B**

**QUESTION NO: 69**

Which of the following command line utilities would allow a technician to copy not only the parent directory but also include subdirectories of a folder on a Windows XP machine?

- A. XCOPY
- B. COPY
- C. DIR
- D. EDIT

**Answer: A**

**QUESTION NO: 70**

Which of the following commands will display the available switches of a command line utility?

- A. DIR /S
- B. MSINFO
- C. ATTRIB -H
- D. HELP

**Answer: D**

**QUESTION NO: 71**

Which of the following command line utilities would a technician use to set the read-only attribute of a file?

- A. ATTRIB +R /D
- B. ATTRIB -R /D
- C. ATTRIB -R
- D. ATTRIB +R

**Answer: D**

**QUESTION NO: 72**

Which of the following command line utilities allows a technician to create a new directory?

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

**Answer: D**

**QUESTION NO: 73**

Which of the following switches for the FORMAT command line utility allows a technician to format a floppy disk the FASTEST?

- A. /c
- B. /q
- C. /x
- D. /v

**Answer: B**

**QUESTION NO: 74**

In which of the following would a technician locate local users and computers?

- A. Computer Management
- B. Active Directory Users and Computers
- C. Services and Applications
- D. Device Manager

**Answer: A**

**QUESTION NO: 75**

Which of the following would a technician use to troubleshoot a parallel port problem?

- A. Multimeter
- B. Loopback plug
- C. Extension magnet
- D. Voltage regulator

**Answer: B**

**QUESTION NO: 76**

Which of the following would be used to test the electrical output of a power supply?

- A. Loopback plug
- B. Device Manager
- C. Multimeter
- D. Anti-static wrist strap

**Answer: C**

**QUESTION NO: 77**

Which of the following command line utilities would a technician use to delete a folder?

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

**Answer: A**

**QUESTION NO: 78**

Which of the following utilities would a technician use to prevent a service from starting during system startup?

- A. Event Viewer
- B. System File Checker
- C. MSCONFIG
- D. Task Manager



**Answer: C**

**QUESTION NO: 79**

When using CHKDSK, which of the following parameters locks the volume, locates bad sectors and recovers readable information?

- A. /r
- B. /f
- C. /i
- D. /x

**Answer: A**

**QUESTION NO: 80**

Which of the following system tools rearranges files and puts them back into contiguous space thereby reducing read write times to the hard drive?

- A. FORMAT
- B. NTBACKUP
- C. DEFRAG
- D. CHKDSK

**Answer: C**

**QUESTION NO: 81**

Which of the following command line parameters can be used with defrag to determine if defragmentation is required?

- A. -?
- B. -a
- C. -v
- D. -f

**Answer: B**

**QUESTION NO: 82**

Which of the following switches skips the process that compares directory entries to the file record segments corresponding to those entries, while running a CHKDSK command?

- A. `chkdsk /r`
- B. `chkdsk /i`
- C. `chkdsk /f`
- D. `chkdsk /v`
- E.
- F.
- G.
- H.

**Answer: B**

**QUESTION NO: 83**

A technician receives a work order that a user's computer will not boot into Windows. The user reports they are seeing the error message: "NTLDR is missing". Which of the following is the FIRST troubleshooting step the technician should perform?

- A. Copy the boot.ini file to the Windows directory from another computer.
- B. Boot into safe mode, and attempt to repair the issue from inside Windows.
- C. Use the FIXMBR command in the Recovery Console.
- D. Format the disk and reinstall Windows.

**Answer: C**

**QUESTION NO: 84**

A customer reports that a PC's video card has recently been upgraded and the computer reboots randomly. The last few restarts have happened during movie playback, playing a video game, and video editing. Which of the following is the MOST likely source of this issue?

- A. The card is not compatible with the hardware of the machine.
- B. The graphic driver for the card is corrupt.
- C. The video card requires additional power.
- D. The software the user is running is incompatible for the video card.

**Answer: C**

**QUESTION NO: 85**

An integrated network card is not functioning. The technician notices the device does not appear under Device Manager. Which of the following is the FIRST step the technician should take?

- A. Have the Hardware Wizard scan for recently added devices.
- B. Restart the Network Location Awareness Service.
- C. Install a NIC into the PCI slot to see if the PCI slot is functioning.
- D. Ensure that the integrated NIC is activated under the BIOS configuration.

**Answer: D**

**QUESTION NO: 86**

Which of the following will create a new directory in Windows XP?

- A. Use the FTP protocol to place a new directory onto the machine.
- B. Run the MKDIR command from the command prompt.
- C. In Control Panel, select folder options, then new.
- D. Run the CD command from the command prompt.

**Answer: B**

**QUESTION NO: 87**

Which of the following is the purpose of the sigverif.exe utility?

- A. Encrypt a file for secured electronic delivery.
- B. Confirm the digital certificate to check file integrity.
- C. Remove non-certified drivers from the driver cache.
- D. Choose the level of driver certification to use when installing device drivers.

**Answer: B**

**QUESTION NO: 88**

Which of the following utilities can display drivers installed on a local Windows XP machine?

- A. msinfo32.exe
- B. fsutil.exe
- C. msixexec.exe
- D. chkntfs.exe

**Answer: A**

**QUESTION NO: 89**

A customer moved a personal computer from one room to another. The computer's power LED is on, but the display's screen indicates no signal is available. Which of the following are correct? (Select TWO).

- A. The monitor cable is not fully attached to the PC.
- B. The display adapter's drivers need to be reinstalled.
- C. There are two video cards and the cable is attached to the disabled one.
- D. Resolution is set too high in display settings.
- E. The operating system is corrupted.

**Answer: A,C**

**QUESTION NO: 90**

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

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

**Answer: A**

**QUESTION NO: 91**

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

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

**Answer: B**

**QUESTION NO: 92**

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

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

**Answer: D**

**QUESTION NO: 93**

A laptop operates on battery power when connected with an AC adapter. Once the battery discharges, the computer turns off and will not turn back on. Which of the following are the MOST likely causes of the laptop issue? (Select TWO).

- A. The LCD monitor's power inverter does not function properly.
- B. The operating system's power settings prevent the battery from charging.
- C. The battery is not compatible with the laptop.
- D. The internal power connection on the motherboard is faulty.
- E. The power adapter is not working.

**Answer: D,E**

**QUESTION NO: 94**

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

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

**Answer: D**

**QUESTION NO: 95**

A customer reports that a workstation no longer connects to the network. The technician has the customer connect another workstation with the same cable and network port, which works successfully. Which of the following actions should the technician have the customer take FIRST?

- A. Run Windows update.
- B. Replace the NIC.
- C. Replace the motherboard.
- D. Run the loop back command.

**Answer: D**

**QUESTION NO: 96**

In order to use the 5-pin DIN keyboard without a converter, which of the following motherboards should the technician install?

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

**Answer: D**

**QUESTION NO: 97**

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

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

**Answer: B**

**QUESTION NO: 98**

After running Disk Cleanup the system is still running slow. Which of the following steps should a technician perform NEXT?

- A. Compress the hard drive files.

- B. Replace the IDE cable.
- C. Check for file corruption.
- D. Check for file fragmentation.

**Answer: D**

**QUESTION NO: 99**

A user reports it takes a long time to load all applications and the hard drive LED is showing constant activity. Which of the following is MOST likely the issue?

- A. The processor is faulty.
- B. The file system is fragmented.
- C. The modem drivers are corrupt.
- D. The power supply is faulty.

**Answer: B**

**QUESTION NO: 100**

A technician is troubleshooting an issue on a desktop PC and has reduced the system to its essential components but cannot get the system to boot. The computer is emitting an ongoing series of beeps.

Which of the following has malfunctioned?

- A. Keyboard
- B. Memory
- C. Video card
- D. CPU

**Answer: B**

**QUESTION NO: 101**

A computer has received a custom update from the Windows Update website, and now the wireless network card will not connect. Which of the following is the BEST step to take to resolve this issue?

- A. Install drivers from the manufacturer's website.
- B. Perform the system restore process from the recovery partition.
- C. Install a new wireless network card.

D. Rerun Windows update to see if a security patch was not updated.

**Answer: A**

**QUESTION NO: 102**

A laptop ticket description reads "When the computer was turned on, wireless no longer worked. There were no warning signs or malfunctions before the failure". Where could the technician check to see if the wireless adapter is being recognized by the computer?

- A. Internet Options
- B. System Configuration Utility
- C. Device Manager
- D. Event Manager

**Answer: C**

**QUESTION NO: 103**

After installing an updated driver in Windows XP and rebooting the PC, the technician notices that the computer is acting erratically and suspects that the update is the cause. Which of the following is the BEST method for correcting this driver problem?

- A. Use Last Known Good Configuration
- B. Use driver rollback
- C. Reseat the hardware
- D. Uninstall and reinstall the same updated driver

**Answer: B**

**QUESTION NO: 104**

A laptop exhibits no visible video. Upon inspection, it is discovered that very faint image can be seen only from an angle to the screen. Which of the following BEST describes the problem with the laptop?

- A. The VGA driver is being used.
- B. The inverter is malfunctioning.
- C. The video adapter driver is corrupted.
- D. The laptop battery is not fully charged.



**Answer: B**

**QUESTION NO: 105**

A user states their computer has noticeably slow performance. The PC is used to transfer data on a regular basis. Which of the following can be done to improve performance?

- A. Convert the file system from NTFS to FAT32.
- B. Run Disk Defragmenter.
- C. Reinstall the operating system.
- D. Reboot the PC and run in Safe Mode.

**Answer: B**

**QUESTION NO: 106**

A customer states that their laser printer printouts are appearing with random characters. A new print driver has been installed to optimize graphic output. Which of the following is the MOST likely cause of the problem?

- A. The application is not compatible with the printer.
- B. The printer does not support postscript.
- C. A new toner cartridge was installed incorrectly.
- D. The printer is not in graphics mode.

**Answer: B**

**QUESTION NO: 107**

A laptop has recently had a mini-PCI wireless card installed, but has difficulty getting a strong signal on any nearby wireless network. Which of the following is the MOST probable cause?

- A. The card is installed properly, but the wireless card is disabled in the BIOS menu of the laptop.
- B. The card is installed properly, but the internal antenna connectors were not connected.
- C. The card installed is not compatible with the laptop and should be removed.
- D. The user installed the card upside-down, resulting in the OS receiving improper data signals for the wireless signal.

**Answer: B**

**QUESTION NO: 108**

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

- A. The display harness
- B. The LCD inverter
- C. The LCD panel
- D. The video adapter

**Answer: B**

**QUESTION NO: 109**

Which of the following buttons in the printer properties window should be used to implement printer driver changes?

- A. Printing Preferences on General tab
- B. Configure Port on Ports tab
- C. Printing Defaults on Advanced tab
- D. Print Processor on Advanced tab

**Answer: C**

**QUESTION NO: 110**

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

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

**Answer: C**

**QUESTION NO: 111**

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

- A. Ohm meter

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

**Answer: D**

**QUESTION NO: 112**

After rushing through a repair of a computer with a failed CPU, the technician finds that the RAM has started to report errors that were not present before. Which of the following tools would have prevented damage to the RAM during the repair?

- A. Surge suppressor
- B. Screw driver
- C. UPS
- D. Anti-static wrist strap

**Answer: D**

**QUESTION NO: 113**

A laptop running Windows XP needs the RAM upgraded to 1GB. Currently, the laptop has two 256MB SODIMMs installed and the laptop only has two SODIMM slots on the motherboard. Which of the following should the technician do to upgrade the memory?

- A. Change the virtual memory settings to increase the RAM size.
- B. Replace the two 256MB SODIMMs with two 512MB SODIMMs.
- C. Use a USB flash drive to increase the installed memory.
- D. Install an additional SODIMM slot using the pads on the motherboard.

**Answer: B**

**QUESTION NO: 114**

A technician is upgrading memory on a laptop. Which of the following steps should the technician take FIRST?

- A. Remove the RTC battery.
- B. Remove the memory heat sink.
- C. Remove the hard drive.
- D. Remove the main battery.

**Answer: D**

**QUESTION NO: 115**

A technician receives a ticket about VPN issues on a Windows XP PC. The ticket explained that the Internet was working until the VPN connection was established; now it will not allow the user to remote desktop or browse the Internet. Which of the following would cause these network issues?

- A. Windows XP firewall is corrupt and not working correctly.
- B. Windows XP firewall is turned on and not configured correctly.
- C. The user is not using the correct Ethernet cable.
- D. Windows XP does not support VPN features.

**Answer: B**

**QUESTION NO: 116**

A technician has installed an 802.11n adapter card on a PC and noticed that the adapter is not performing at the expected speed. Which of the following will correct this problem?

- A. Update the NIC firmware.
- B. Change the DIP switches.
- C. Update the WEP keys.
- D. Change the IRQ.

**Answer: A**

**QUESTION NO: 117**

A laptop has a non-functioning keyboard. After the keyboard was replaced with a known good one, the technician finds that the keyboard still is not functioning. Which of the following steps should the technician take NEXT?

- A. Replace the motherboard.
- B. Check all connections.
- C. Replace the USB controller.
- D. Check the PS/2 connector.

**Answer: B**

**QUESTION NO: 118**

A Windows XP SP2 user is unable to connect to any Remote Desktop connections. The user is able to connect to websites and network shares. All other users on the network are able to connect to Remote Desktop connections. Which of the following steps should the technician take FIRST?

- A. Verify that the proper exception is checked in Windows Firewall.
- B. Check the link light on the back of the network card.
- C. Install the latest updates to the network card drivers.
- D. Verify that the DNS Client service is running in the Services snap-in.

**Answer: A**

**QUESTION NO: 119**

Multiple users reported that they are no longer able to print to a network printer. Which of the following has MOST likely changed to create this problem?

- A. MAC address
- B. IP address
- C. DNS server name
- D. Printer description

**Answer: B**

**QUESTION NO: 120**

Which of the following commands would launch the Windows utility that stops the print spooler?

- A. gpedit msc
- B. MSCONFIG
- C. services.msc
- D. fsutil

**Answer: C**

**QUESTION NO: 121**

A technician has a laptop that will not power on. Which of following is the BEST step for the technician to take when troubleshooting the problem?

- A. Check the output voltages of the adapter with a CAT5 cable tester.
- B. Check the output voltages with a POST card.
- C. Remove the battery and boot only with the adapter.
- D. Replace the power adapter.

**Answer: C**

**QUESTION NO: 122**

An uninstalled program is still attempting to load when Windows starts. Which of the following options can the technician suggest to stop this unwanted program from loading?

- A. Services
- B. Add or Remove Programs
- C. System Configuration Utility
- D. System File Checker

**Answer: C**

**QUESTION NO: 123**

Which of the following utilities will allow a technician to stop the DHCP client?

- A. Services
- B. Data Sources (ODBC)
- C. Add or Remove Programs
- D. Device Manager

**Answer: A**

**QUESTION NO: 124**

A technician determines that a user's hard drive is nearly full. Which of the following is the FIRST action the technician should take to optimize space on the drive?

- A. Run the Disk Defragmenter on the drive.
- B. Set the archive bit on all of the user's files.
- C. Turn on Disk Compression on the drive.
- D. Delete all of the user's files except the most recent.

**Answer: A**

**QUESTION NO: 125**

A user is reporting their mouse is moving when the user is not moving it, and the computer is running slower than normal. Which of the following is the FIRST action a technician should take?

- A. Run chkdsk.
- B. Run an antivirus program.
- C. Replace the faulty mouse.
- D. Remove any recently added hardware.

**Answer: B**

**QUESTION NO: 126**

A laptop user states that they need to move and apply pressure to the DC power adapter connector to make the 'battery charge' LED come on. Which of the following components is the issue?

- A. Motherboard power connector
- B. Battery charge LED
- C. Laptop's battery
- D. AC power cord

**Answer: A**

**QUESTION NO: 127**

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

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

**Answer: B**

**QUESTION NO: 128**

A customer is having issues printing to a network printer every morning. Some of the other users are experiencing the same issue. Which of the following should the technician do NEXT?

- A. Power cycle the printer.
- B. Reboot the users' computers.
- C. Assign a valid static IP configuration.
- D. Clear the printer queue on each system.

**Answer: C**

**QUESTION NO: 129**

A technician cannot connect using Remote Desktop. Which of the following ports needs to be allowed in the firewall?

- A. 23
- B. 443
- C. 8080
- D. 3389

**Answer: D**

**QUESTION NO: 130**

A technician is testing a power supply for correct output voltages at the HDD power connector. Which of the following voltages should the technician expect for a correctly working power supply?

- A. 6V
- B. 9V
- C. 12V
- D. 24V

**Answer: C**

**QUESTION NO: 131**

A technician is installing Windows XP on a computer to manage larger than 4GB files. Which of the following file system formats is required for this computer?

- A. NTFS
- B. FAT



- C. CDFS
- D. FAT32

**Answer: A**

**QUESTION NO: 132**

In which of the following scenarios would MAC filtering be MOST effective as a part of wireless security?

- A. A public place where guests are free to access the wireless network.
- B. A small office where a defined number of specific wireless devices are used.
- C. A meeting room where various company users will access the wireless network during meetings.
- D. An office where some users are unable to use WPA encryption due to older wireless cards so they use MAC filtering.

**Answer: B**

**QUESTION NO: 133**

A computer was recently moved in an office area. The computer is using DHCP and the CAT5 cable is properly connected into a different network jack. The network jack does not have network functionality. Which of the following is the BEST way to resolve this issue?

- A. Perform an ipconfig /flushdns.
- B. Plug into a different RJ-11 wall jack.
- C. Perform an ipconfig /all.
- D. Perform an ipconfig /renew.

**Answer: D**

**QUESTION NO: 134**

Which of the following is the BEST solution for repairing a hard drive that results in the 'Missing Operating System' display upon booting?

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

**Answer: B**

**QUESTION NO: 135**

Bluescreen crash displays during boot up and has a message 'STOP: 0xC0000135 {Unable to Locate a Component}'. Which of the following BEST describes the problem?

- A. Corrupted system registry hive
- B. Corrupted system files
- C. Corrupted master boot record (MBR)
- D. Corrupted NTLDR file

**Answer: B**

**QUESTION NO: 136**

Which of the following command line utilities can be used to display and change file permissions?

- A. label
- B. verify
- C. attrib
- D. recover

**Answer: C**

**QUESTION NO: 137**

The xcopy utility is used to:

- A. copy files and directory trees.
- B. save the current directory then change it.
- C. compare the contents of two floppy disks.
- D. recover information for an unreadable disk.

**Answer: A**

**QUESTION NO: 138**

An end user who manages payroll files has unexpectedly left the company; however, all of the payroll files are encrypted. How can these files be accessed?

- A. An EFS recovery agent must decrypt the files.
- B. The local administrator can grant permission to the files.
- C. The files must be decrypted using a saved copy of the user's public key.
- D. The operating system must be reinstalled and the files can be accessed by the administrator.

**Answer: A**

**QUESTION NO: 139**

Which of the following utilities optimizes a hard disk by rearranging the files stored on it?

- A. Compress
- B. Disk Defragmenter
- C. Check Disk
- D. Diskcomp

**Answer: B**

**QUESTION NO: 140**

A user is reporting that they are getting pop-ups while they are not actively browsing the Internet. Which of the following would BEST resolve this issue?

- A. Antivirus
- B. Firewall
- C. Anti-spyware
- D. Pop-up blocker

**Answer: C**

**QUESTION NO: 141**

After receiving a message at startup stating that 'One or more services failed to load at startup', which of the following Windows utilities would a technician use to diagnose the issue?

- A. Event Viewer
- B. System Information
- C. Scandisk
- D. Dr. Watson

**Answer: A**

**QUESTION NO: 142**

Which of the following CPUs would fit into an AM2 socket?

- A. Celeron
- B. Athlon
- C. Core Duo
- D. Itanium

**Answer: B**

**QUESTION NO: 143**

A user states that the laser printer is leaving a black line on all pages being printed. Which of the following is the MOST likely cause and solution for this issue?

- A. Faulty driver; reinstall or update driver.
- B. Bad fuser; place service call to printer manufacturer.
- C. Excess toner on drum; perform maintenance (e.g. clean drum surface).
- D. Deteriorating rollers and worn brushes; replace rollers and brushes.

**Answer: C**

**QUESTION NO: 144**

A technician finishes installing a new application on a PC and reboots. Now the system locks up and will not finish loading Windows. Which of the following should the technician do to resolve this issue?

- A. Boot into safe mode and using regedit remove all entries related to the newly installed software.
- B. Power the PC off and then back on until Windows loads.
- C. Reimage the computer; the OS has been corrupted.
- D. Boot into safe mode, uninstall the new application and reboot.

**Answer: D**

**QUESTION NO: 145**

The reason for using an anti-static wrist strap and mat is to prevent:

- A. the computer from possibly slipping off the work area.
- B. injuries from improper posture while repairing a computer.
- C. damage to computer components from ESD.
- D. electrocution from computer components.

**Answer: C**

**QUESTION NO: 146**

Which of the following tools is BEST used to measure voltage and amperage from a power source?

- A. Loopback Plug
- B. Multimeter
- C. Power Supply Tester
- D. Extension Magnet

**Answer: B**

**QUESTION NO: 147**

Which of the following tools could be used to view, update, disable, and repair hardware drivers and settings?

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

**Answer: B**

**QUESTION NO: 148**

A program has stopped responding on a user's computer. Which of the following would be used to end the unresponsive program?

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

**Answer: C**

**QUESTION NO: 149**

A customer needs to be able to access the Internet while traveling. Which of the following could the technician recommend to the customer?

- A. Cellular service with an adapter for the customer's laptop.
- B. USB adapter with 802.11n capabilities for maximum speeds.
- C. A Bluetooth card to attach to multiple networks.
- D. Enable WiFi so the user can connect to any open network.

**Answer: A**

**QUESTION NO: 150**

The only Internet service available for a customer is dial-up. They have a home wireless router, a desktop and two laptops. How can a technician allow the users of the laptops to access the Internet simultaneously?

- A. Connect to the wireless router; it creates a wireless hot spot.
- B. Update the firmware on the router to allow for integration with dial-up.
- C. Setup Internet connection sharing through the desktop and the wireless router.
- D. Have the laptop's users dial-up each time they need the Internet.

**Answer: C**

**QUESTION NO: 151**

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

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

**Answer: B**

**QUESTION NO: 152**

Which of the following will repair file structures and recover missing data?

- A. chkdsk /r
- B. xcopy
- C. copy /a
- D. defrag

**Answer: A**

**QUESTION NO: 153**

A customer states that their clock is now in 24-hour format. Where should the technician go to correct this?

- A. System applet in Control Panel
- B. Command line and run: time /t
- C. Regional and Language Options applet in Control Panel
- D. Date and Time applet in Control Panel

**Answer: C**

**QUESTION NO: 154**

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

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

**Answer: A**

**QUESTION NO: 155**

A customer's laptop is overheating. Which of the following is the MOST likely reason why the customer's laptop is overheating?

- A. The processor is old and needs to be replaced.
- B. The motherboard is old and needs to be replaced.
- C. The fan is clogged with dust.
- D. The laptop case is not as airtight as it needs to be.

**Answer: C**

**QUESTION NO: 156**

When adding a second hard disk drive on the first IDE controller, the technician should configure the second hard disk drive as:

- A. slave.
- B. master.
- C. secondary.
- D. primary.

**Answer: A**

**QUESTION NO: 157**

A technician is adding two hard disk drives to a computer to provide more storage. The computer already has two hard disk drives installed and loads the OS from one of them. The computer has no other drives present. The technician should add the two hard disk drives on which of the following?

- A. Master IDE controller
- B. Slave IDE controller
- C. Secondary IDE controller
- D. Primary IDE controller

**Answer: C**

**QUESTION NO: 158**

A client uses EFS and forgot their password. A technician logs in as the administrator and clears the client's password. Which of the following will occur? (Select TWO).

- A. The client will have to type in a new password.
- B. The client's secured files will be inaccessible.
- C. The technician will have to reset the client's account.
- D. The client will be able to login.
- E. The client's secured files will be accessible.

**Answer: B,D**



**QUESTION NO: 159**

A technician needs to transfer data to an external hard drive that is 10/100 network capable. Which of the following has the FASTEST transfer rate?

- A. IEEE 1394
- B. USB 1.1
- C. Broadband
- D. USB 2.0

**Answer: A**

**QUESTION NO: 160**

A user reports they cannot print from their inkjet printer and the error light is blinking. The user states that no odd sounds were heard. A technician sees no signs of a paper jam. Which of the following is the MOST likely cause?

- A. The cartridge carriage path is obstructed.
- B. Incorrect paper type has been loaded.
- C. A feed roller gear is broken.
- D. The printer cartridge is low on color ink.

**Answer: A**

**QUESTION NO: 161**

A customer states that they cannot print from their laser printer. The printer displays a 'Paper Jam' error. Upon inspection there is no paper jam. The only indication is a clicking sound when the user tries to print. Which of the following is the MOST likely cause?

- A. Feed roller gear is broken.
- B. Feed rollers are dirty.
- C. Fuser has overheated.
- D. Toner cartridge needs to be replaced.

**Answer: A**

**QUESTION NO: 162**

A user states that when they click on their name on the Welcome Screen, the screen displays 'Loading personal settings' and then goes back to the Welcome Screen. Which of the following

could be the issue?

- A. WIN.INI file is missing or corrupted.
- B. WINLOGON.EXE is missing or corrupt.
- C. LogonType is set to 0 in registry.
- D. NTUSER.DAT file is missing or corrupt from the user's profile.

**Answer: B**

**QUESTION NO: 163**

A technician finished installing new speech recognition software on a PC. While testing to ensure proper installation, the software is not displaying any text as the technician speaks into the microphone. Which of the following should the technician check FIRST?

- A. System resources
- B. Speaker volume
- C. Microphone connection
- D. Display resolution

**Answer: C**

**QUESTION NO: 164**

A user reports they are unable to connect to the Internet. The technician checks the network settings and finds the below results:

IP address: 10.236.8.107 Subnet mask: 255.255.255.0 Default gateway: 10.236.18.1 DNS server: 10.237.5.2 Which of the following is the reason why the user is unable to connect?

- A. Default gateway is on the wrong subnet.
- B. Subnet mask is wrong.
- C. DNS server is on the wrong subnet.
- D. DHCP server is assigned the wrong IP address.

**Answer: A**

**QUESTION NO: 165**

A user is having a problem sending email, but not receiving. This problem started when a router was replaced. Which of the following tools would be used to help determine the cause of problem?

- A. Port scanner
- B. Cable tester
- C. IPCONFIG
- D. NETSTAT

**Answer: A**

**QUESTION NO: 166**

A computer is running very slow. Which of the following tools would the technician use to help optimize the file system?

- A. defrag
- B. tracert
- C. ntbackup
- D. format

**Answer: A**

**QUESTION NO: 167**

A user states while saving files on the hard disk some of the data is inaccessible. The technician suspects a hard disk problem. Which of the following Windows utilities should be used to confirm hard disk issues?

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

**Answer: A**

**QUESTION NO: 168**

Which of the following groups has access to a newly created NTFS folder by default?

- A. Creator Owner
- B. Everyone
- C. Power Users
- D. Administrators

**Answer: A**

**QUESTION NO: 169**

In which of the following Control Panel applets is the system font controlled?

- A. Regional and Language Options
- B. Printers and Faxes
- C. Display Properties
- D. Fonts

**Answer: C**

**QUESTION NO: 170**

The image on a user's monitor is shaking without any input from the user. Which of the following is the MOST likely cause?

- A. There is RF interference from a radio source nearby.
- B. There is an analog to digital to analog conversion problem.
- C. The cables are damaged or not seated.
- D. There is a digital to analog to digital conversion issue.

**Answer: D**

**QUESTION NO: 171**

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

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

**Answer: A**

**QUESTION NO: 172**

Multiple users have reported not being able to print to a network printer. Which of the following commands will test the network connectivity status of the printer?

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

**Answer: C**

**QUESTION NO: 173**

A technician is running an Ethernet cable for a customer with custom cable lengths. When making the ends of the cable which of the following tools is the MOST appropriate?

- A. Toner probe
- B. Pocket knife
- C. Crimper
- D. Pliers

**Answer: C**

**QUESTION NO: 174**

A technician is unfamiliar with terms in a dialog box. Which of the following would quickly provide more information?

- A. Alternate click and select "What's This?"
- B. Use Microsoft knowledge base to search for the term.
- C. Alternate click and select "More information"
- D. Press F1 and search for the term.

**Answer: A**

**QUESTION NO: 175**

A client reports that they cannot connect to the Internet. The ipconfig command reveals the below information: IP Address 192.168.1.15 Subnet Mask 255.255.255.0 Default Gateway 192.168.2.1 Which of the following is the MOST likely cause of the problem?

- A. Windows does not recognize the 192.168.1.0 subnet as valid.
- B. The subnet mask is improperly configured.
- C. The default gateway is not in the same subnet.
- D. The IP address is not a private address.

**Answer: C**

**QUESTION NO: 176**

After upgrading to Windows Vista, a client states that the run command no longer appears on the Start menu. Which of the following is the reason the user cannot see the run command?

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

**Answer: D**

**QUESTION NO: 177**

Which of the following tools can be used to diagnose and repair hard drive problems?

- A. System Configuration Utility
- B. Removable Storage MMC
- C. CheckDisk
- D. Disk Defragmenter

**Answer: C**

**QUESTION NO: 178**

A user reports that a printer has started producing a repetitive image defect on all printouts. Which of the following are the MOST likely causes of the problem? (Select TWO).

- A. Toner cartridge
- B. Laser scanner
- C. Formatter PCB
- D. Pickup rollers
- E. Fuser

**Answer: A,E**

**QUESTION NO: 179**

Which of the following conditions will cause Windows Autochk to be set? (Select THREE).

- A. A volume is flagged as dirty.
- B. The system halted during the last boot from a faulty driver.
- C. Windows detects a virus tampering with boot files.
- D. Chkdsk is run on the boot volume.
- E. Chkdsk cannot gain exclusive use of the volume selected.
- F. The hard drive has received a SMART error.

**Answer: A,D,E**

**QUESTION NO: 180**

A user connects a USB drive to a Windows XP computer but cannot see the drive in My Computer.

Which of the following is the BEST choice to check?

- A. Check if the drive is over 1GB.
- B. Check if the drive is NTFS.
- C. Check if the drive is a dynamic disk.
- D. Check if the drive is active.

**Answer: D**

**QUESTION NO: 181**

A technician wants group policy changes on a Windows 2000 computer to immediately update.

Which of the following commands should the technician use?

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

**Answer: A**

**QUESTION NO: 182**

Which of the following commands shows Hotfixes installed on a Windows XP computer?

- A. tasklist

- B. systeminfo
- C. chkdsk
- D. msinfo32

**Answer: B**

**QUESTION NO: 183**

A user reports that when accessing a website, several other windows within the browser appear. Which of the following BEST describes the symptom and corresponding fix?

- A. Trojan horses; install antivirus program
- B. Pop-ups; turn on the pop-up blocker
- C. Spam; install spam filter
- D. Worms; install antivirus program

**Answer: B**

**QUESTION NO: 184**

A user reports their computer has slowed down dramatically. Updated antivirus program reports show no inherent issues. Which of the following is the MOST likely cause?

- A. Worm
- B. Spyware
- C. Virus
- D. Trojan Horse

**Answer: B**

**QUESTION NO: 185**

A computer is thought to be infected with a virus. Which of the following is a recommended action to take?

- A. Restore the computer to a previous point.
- B. Disable System Restore.
- C. Boot to Safe Mode and enable Boot Logging.
- D. Boot to the Last Known Good Configuration.

**Answer: B**



**QUESTION NO: 186**

A user is running an application when an error occurs. The user is able to restart the application immediately. Which of the following describes the type of error the user experienced?

- A. BATCH error
- B. Illegal contact
- C. STOP error
- D. Illegal operation

**Answer: D**

**QUESTION NO: 187**

Which of the following built-in groups was present in Windows XP, but eliminated in Windows Vista?

- A. Guests
- B. Backup Operators
- C. Replicator
- D. Power Users

**Answer: D**

**QUESTION NO: 188**

A technician is having problems converting a basic disk to a dynamic disk on a laptop. The technician right clicks the disk in Disk Management and does not see the option to convert to dynamic disk. Which of the following is the MOST likely cause for this problem?

- A. The disk has already been converted to a dynamic disk.
- B. The disk must first be converted to a simple volume disk.
- C. There is less than 10MB of space available for the dynamic disk database.
- D. Computers with a single drive do not support dynamic disks.

**Answer: D**

**QUESTION NO: 189**

Which of the following commands would be used to prepare a new storage device for use?

- A. diskcomp
- B. start
- C. format
- D. ftype

**Answer: C**

**QUESTION NO: 190**

A user notices that a lot of Internet browser windows displaying advertisements are popping up when logging on to the network. Which of the following is the MOST likely cause of the pop-ups?

- A. The hard drive is fragmented.
- B. The mouse is not functioning properly.
- C. The antivirus software is not functioning properly.
- D. Spyware has infected the workstation.

**Answer: D**

**QUESTION NO: 191**

Which of the following would BEST prevent the spread of worms to other computers?

- A. Add all contacts to an address book.
- B. Only connect to the Internet when necessary.
- C. Enable antivirus email functions.
- D. Enable email auto-preview functions.

**Answer: C**

**QUESTION NO: 192**

A printer is printing unexpected characters. Which of the following should the technician do to troubleshoot this problem?

- A. Reload the driver.
- B. Reload the print spooler service.
- C. Check printer queues.
- D. Check for error messages.

**Answer: A**

**QUESTION NO: 193**

A customer states that when using their laptop it shuts down unexpectedly and will not quickly power back up. They also mention the fan is constantly running. Which of the following would be the BEST course of action to correct the issue?

- A. Install a faster speed processor so the machine does not generate as much heat.
- B. Stop background processes in the machine causing the processor to work harder.
- C. Clean out the heat sink and fans of dust to ensure proper air circulation.
- D. Install larger fans and a larger heat sink due to the processor being overheated.

**Answer: C**

**QUESTION NO: 194**

A customer states they have a home network and when they connect to a wireless access point, they get a message of 'limited or no connectivity'. Which of the following would BEST get the customer connectivity?

- A. Enable the access point to distribute static addresses.
- B. Assign a dynamic address to the wireless card.
- C. Assign a static address to the wireless card.
- D. Reboot the access point to allow connectivity.

**Answer: C**

**QUESTION NO: 195**

The customer states the clock is frequently wrong and loses time on the workstation, even after it is updated by using time synchronization. Which of the following is the MOST likely reason this could happen?

- A. Virus in the system
- B. Incorrect time zone configured
- C. Spyware is affecting the system
- D. Bad CMOS Battery

**Answer: D**

**QUESTION NO: 196**

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

- A. 802.11n access points are not available.
- B. The access points are out of range.
- C. The access points cannot accept any more connections.
- D. 802.11n is not supported on the network.

**Answer: B**

**QUESTION NO: 197**

During the startup of a Windows XP Professional workstation, a message appears stating a service failed to start. Which of the following administrative areas will show what service failed?

- A. Registry utility
- B. MSCONFIG utility
- C. Control Panel
- D. Event Viewer

**Answer: D**

**QUESTION NO: 198**

A customer states that their machine takes a long time to start up. Which of the following utilities allows the startup file to be modified?

- A. Defrag
- B. Control Panel
- C. System Clean-up
- D. Msconfig

**Answer: D**

**QUESTION NO: 199**

A technician wants to schedule a task to be sure a machine is optimized on a regular basis. Which of the following should be scheduled to accomplish this?

- A. Defragmenter
- B. System Restore
- C. Indexing Services
- D. Disk Cleanup

**Answer: A**

**QUESTION NO: 200**

A company uses an application that creates temp files that need to be backed up on a daily basis. A test restore fails to restore the temp files. In checking the backup catalog, it is discovered the temp files are not being backed up. Which of the following is the MOST likely reason?

- A. To backup temp files, the /T switch must be used.
- B. NTBACKUP does not backup temp files by default.
- C. The NTBACKUP utility cannot backup temp files.
- D. NTBACKUP is not running under the correct credentials.

**Answer: B**

**QUESTION NO: 201**

A technician needs to modify the BIOS settings of a PC; however, the BIOS setup password is unknown to all current employees. How can the technician accomplish this task?

- A. Set the motherboard configuration jumper to clear the password.
- B. Use a third party utility to reset the password.
- C. Disconnect the power supply to the motherboard.
- D. Contact the OEM and ask them to clear the password.

**Answer: A**

**QUESTION NO: 202**

A user reports that when they print a document, the toner on the page sometimes rubs off and does not stick to the page. Which of the following actions should be taken to fix the issue?

- A. Replace the registration rollers.
- B. Replace the paper tray.
- C. Replace the fuser.
- D. Replace the pickup rollers.

**Answer: C**

**QUESTION NO: 203**

A customer is having trouble accessing a particular website. The technician notices that it is a secured website. Which of the following steps should the technician take in the troubleshooting process?

- A. In the Internet Options applet, click the Programs tab, and then click 'Reset Web Settings'.
- B. In the Internet Options applet, click the Content tab, and then click 'Clear SSL State'.
- C. In the Internet Options applet, click the Advanced tab, and then check 'Move system caret with focus/ selection changes'.
- D. Shut down the computer and wait for five minutes.

**Answer: B**

**QUESTION NO: 204**

A customer asks a technician to setup a SOHO network at their home. They would like to run cabling from the area where their Internet connection terminates to another room. Which of the following is the maximum distance for CAT5 UTP cabling?

- A. 1 meter (3 feet)
- B. 10 meters (32 feet)
- C. 100 meters (328 feet)
- D. 1000 meters (3281 feet)

**Answer: C**

**QUESTION NO: 205**

Which of the following cable types is required at minimum, to support a 10/100/1000BaseT SOHO LAN?

- A. CAT3
- B. CAT5e
- C. CAT1
- D. CAT5

**Answer: B**

**QUESTION NO: 206**

A computer has an IP address of 169.254.0.157 and a subnet mask of 255.255.0.0. Which of the following is the MOST likely cause of the network problems?

- A. The network card is faulty and should be replaced.
- B. The computer has a virus and should be quarantined immediately.
- C. The computer is not communicating correctly with the DHCP server.
- D. The network card is configured at half-duplex.

**Answer: C**

**QUESTION NO: 207**

Which of the following is a Windows XP Professional default Group account?

- A. Domain Admins
- B. Replicator Users
- C. Domain Users
- D. Network Backup Operators

**Answer: B**

**QUESTION NO: 208**

Which of the following below would BEST optimize Windows XP startup?

- A. Remove any unnecessary applications that start with Windows.
- B. Remove device drivers for unused peripherals.
- C. Disable the computer's memory check in BIOS.
- D. Configure ScanDisk to run at startup.

**Answer: A**

**QUESTION NO: 209**

Which of the following BEST optimizes hard disk drive performance?

- A. Diskpart
- B. Defrag
- C. Disk Cleanup Wizard
- D. Delete unnecessary visual options

**Answer: B**

**QUESTION NO: 210**

A customer's system boots with a black screen giving the error message 'Error Loading Operating System Which of the following is the MOST likely cause of this problem?

- A. Spam
- B. MBR corruption
- C. Fragmented file system
- D. Spyware

**Answer: B**

**QUESTION NO: 211**

A user reports the computer displays a blue screen after running Windows Update. The stop message begins with, 'IRQL\_NOT\_LESS\_OR\_EQUAL'. The user does not know which updates installed. Which of the following is MOST likely cause of the problem?

- A. Windows Update installed an incompatible device driver.
- B. The user selected one or more updates incompatible with the operating system.
- C. Windows Update raised the security level of the PC causing a conflict with an application.
- D. The local anti-virus software caused a partial installation of the updated files. System file versions are now mismatched.

**Answer: A**

**QUESTION NO: 212**

Which of the following boot options is used to troubleshoot physical memory issues?

- A. /FIXMEM
- B. /MAXMEM=
- C. /3GB
- D. /LASTKNOWNGOOD

**Answer: B**

**QUESTION NO: 213**



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

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

**Answer: D**

**QUESTION NO: 214**

A technician is working on a Windows Vista workstation. Which of the following is the BEST method to improve search time for all text files?

- A. Regedit
- B. Recover
- C. Indexing
- D. Convert

**Answer: C**

**QUESTION NO: 215**

A technician converted all hard disk drives from FAT to the NTFS file structure. The users are now getting the error 'System Restore not found'. Which of the following is causing the issue?

- A. When converting file structures, System Restore must be reinstalled.
- B. System Restore can only be installed from the original setup disk.
- C. When changing file structures System Restore is one of three Windows features that need to be reinstalled from the original setup disk.
- D. After file structure conversion System Restore must be activated.

**Answer: A**

**QUESTION NO: 216**

A user would like to have a roaming profile configured. Which of the following is necessary when setting up a roaming profile? (Select TWO).

- A. The user must configure the settings.

- B. Roaming profile must to be stored on every client.
- C. The user must be on a domain.
- D. Roaming profile has to be stored on a network server.
- E. The user must have an IP address on their client.

**Answer: C,D**

**QUESTION NO: 217**

A user reports that their computer has been running very slow and displaying pop-up windows since they installed a new antivirus program. The technician learns that the antivirus program was purchased from a popup window which appeared while the user was surfing the Internet and informed the user their computer was infected with several hundred virus variants. Which of the following is the MOST likely cause of the problems?

- A. The installed antivirus was actually malware and has infected the user's computer.
- B. The new antivirus product successfully detected the viruses on the computer but was unable to remove them.
- C. The computer does not meet the minimum system requirements in order to run the antivirus application without problems.
- D. The antivirus was from a third-party vendor; Windows built-in antivirus program will optimize the speed in the system.

**Answer: A**

**QUESTION NO: 218**

A technician is troubleshooting a parity check error message and they believe that this is attributed to faulty RAM. Which of the following components may also be at fault?

- A. South Bridge
- B. USB Controller
- C. Power Supply
- D. Hard Drive

**Answer: C**

**QUESTION NO: 219**

Which of the following steps enables offline files in Windows 2000 and Windows XP?

- A. Control Panel>Administrative Tools>Computer Management
- B. Control Panel>Administrative Tools>Component Services
- C. Windows Explorer>Tools>Folder Options>Offline Files
- D. Windows Explorer>Tools>Synchronize>Setup

**Answer: C**

**QUESTION NO: 220**

Which of the following is a benefit of the Volume Shadow Copy Service?

- A. It increases performance of the file system.
- B. It prevents the user from accidentally deleting data files.
- C. It creates snapshots of open files for backup.
- D. It adds a layer of security to the file system.

**Answer: C**

**QUESTION NO: 221**

Which of the following methods can be used to disable UAC? (Select TWO).

- A. Services.msc>Select UAC>Set startup type to disabled
- B. MSCONFIG>WIN.INI>Rem UAC
- C. Control Panel>User Accounts>Turn User Account Control off
- D. MSCONFIG>Tools>Disable UAC
- E. Start>Programs>Startup>delete UAC

**Answer: C,D**

**QUESTION NO: 222**

A technician needs to boot to a floppy disk to update the firmware of a hard drive. With the bootable floppy disk inserted, the system still boots to the hard drive. How can the technician make the PC boot to the floppy disk?

- A. Access the system BIOS. Raise the floppy disk in the boot order.
- B. Hit F6 during boot up, select removable storage as the boot source.
- C. Access the system BIOS. Enable 'Legacy Boot'.
- D. At POST, hit escape to force a boot up to floppy disk.

**Answer: A**

**QUESTION NO: 223**

Which of the following is a share permission?

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

**Answer: B**

**QUESTION NO: 224**

Which of this following is best practice when securing a WiFi Network? (Select TWO).

- A. Expand the signal strength.
- B. Enable dynamic addressing.
- C. Use WEP encryption.
- D. Enable MAC filtering.
- E. Disable SSID broadcast.

**Answer: D,E**

**QUESTION NO: 225**

A technician is replacing a motherboard in a laptop. After completing the install, the laptop shuts down after a few seconds of being on. Which of the following is the causing the laptop to shutdown?

- A. Keyboard is not plugged in.
- B. CPU is not locked into the socket.
- C. LCD is not plugged in.
- D. RAM is faulty.

**Answer: B**

**QUESTION NO: 226**

A technician notices that the printer is jamming right before the fuser. Which of the following is the solution to the problem?

- A. Replace the pick-up roller.
- B. Replace the fuser.
- C. Replace the transfer roller.
- D. Replace the feed roller.

**Answer: C**

**QUESTION NO: 227**

A customer reports that they have lost network connectivity after a brown out in the building. No one else in the building is experiencing any issues, and when the customer switches network jacks they get connectivity. Which of the following tools would BEST be used to test the jack?

- A. Multimeter
- B. Tracert
- C. Ping
- D. Tone generator

**Answer: D**

**QUESTION NO: 228**

A technician is working on a motherboard and the computer is shutting down because of voltage problems. Which of the following tools would be used to test the resistance?

- A. Loopback plug
- B. Multimeter
- C. Tone generator
- D. Cable tester

**Answer: B**

**QUESTION NO: 229**

A customer is reporting that the local printer is on but is not printing. There was an error on the workstation when Windows Vista was loading. Which of the following is the problem?

- A. The application experience service is not started.

- B. The print spooler service is not started.
- C. The Windows Defender service is started.
- D. The Background Intelligent Transfer service is started.

**Answer: B**

**QUESTION NO: 230**

A technician installed a new motherboard in a workstation. Which of the following describes the BEST steps for a proper installation?

- A. Install the OS, the application software and then hardware drivers.
- B. Install the chipset driver, the OS and then the hardware drivers.
- C. Install the hardware drivers, the chipset driver and then the OS.
- D. Install the OS, the chipset driver and then the hardware drivers.

**Answer: D**

**QUESTION NO: 231**

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

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

**Answer: A**

**QUESTION NO: 232**

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

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

**Answer: C**

**QUESTION NO: 233**

A user's new hard drive stops without any warning. Which of the following explains intermittent problems with a user's hard drive?

- A. The hard drive needs to be defragmented.
- B. Integrated controller is overheating.
- C. Cables are damaged or not seated.
- D. Cables are reversed.

**Answer: C**

**QUESTION NO: 234**

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

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

**Answer: B**

**QUESTION NO: 235**

A user reports their ATA specification CD-ROM is not working. Which of the following is the MOST likely cause for this failure?

- A. Using incorrect discs.
- B. CD-ROM is not enabled in the BIOS.
- C. Audio cables are not connected.
- D. Cable has the wrong conductors.

**Answer: B**

**QUESTION NO: 236**

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

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

**Answer: B**

**QUESTION NO: 237**

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

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

**Answer: D**

**QUESTION NO: 238**

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

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

**Answer: B**

**QUESTION NO: 239**

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

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



D. Windows XP

**Answer: A**

**QUESTION NO: 240**

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

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

**Answer: B**

**QUESTION NO: 241**

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

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

**Answer: C**

**QUESTION NO: 242**

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

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

**Answer: A**

**QUESTION NO: 243**

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

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

**Answer: A**

**QUESTION NO: 244**

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

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

**Answer: A**

**QUESTION NO: 245**

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

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

**Answer: D**

**QUESTION NO: 246**

A customer is experiencing screen issues on their aging laptop. The technician discovers that the laptop has a tendency to decrease/increase screen brightness without user intervention, and

sometimes it completely loses screen brightness. There is however, a faint image on the laptop screen when this occurs. Which of the following is the MOST likely cause of the symptoms?

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

**Answer: A**

**QUESTION NO: 247**

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

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

**Answer: C**

**QUESTION NO: 248**

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

Which of the following should the technician recommend?

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

**Answer: C**

**QUESTION NO: 249**

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

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

**Answer: A**

**QUESTION NO: 250**

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

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

**Answer: B**

**QUESTION NO: 251**

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

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

**Answer: B**

**QUESTION NO: 252**

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

transfer. Which of the following is the cause of the problem?

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

**Answer: A**

**QUESTION NO: 253**

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

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

**Answer: B,E**

**QUESTION NO: 254**

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

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

**Answer: D**

**QUESTION NO: 255**

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

- A. The username and password
- B. The laptop's AC adapter

- C. The CD of the operating system
- D. The laptop's hard-drive

**Answer: B**

**QUESTION NO: 256**

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

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

**Answer: C**

**QUESTION NO: 257**

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

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

**Answer: C**

**QUESTION NO: 258**

A technician is installing Windows XP on a new SATA hard drive. The installation halts with a 'no bootable media found'. Which of the following missing steps resulted in this error message?

- A. Installing the hard drive
- B. Pressing F6 during the install to load third party drivers
- C. Pressing F8 during setup to enter safe mode
- D. The hard drive jumper is incorrect

**Answer: B**

**QUESTION NO: 259**

While powering up a desktop PC, the unit will repeat three short beeps and will not POST. Which of the following is MOST likely the problem?

- A. The memory is failing.
- B. The CPU is overheating.
- C. The hard drive is not attached properly.
- D. The operating system is not installed.

**Answer: A**

**QUESTION NO: 260**

Which of the following are possible solutions to the error message 'NTLDR not found'?

- A. Use the Recovery Console and command nslookup.
- B. Use the Recovery Console and command fixboot.
- C. Use the Recovery Console and command format.
- D. Use System Restore to roll back to an earlier date.

**Answer: B**

**QUESTION NO: 261**

Which of the following is a reason why case fans should be installed in the front of a case?

- A. It forces hot air out of the PC.
- B. The fan is easier to remove and clean.
- C. It forces cooler air into the power supply quickly.
- D. It forces cooler air across the motherboard.

**Answer: D**

**QUESTION NO: 262**

Which of the following is the FIRST step a technician should take when installing a wireless network card?

- A. Install the wireless network card then the software.
- B. Install the software then install the wireless network card.
- C. Read the manufacturer's instructions.
- D. Download the latest drivers from the manufacturer's website.

**Answer: C**

**QUESTION NO: 263**

A technician powers on a user's PC and gets no video or POST. Which of the following is the BEST action to take to determine if this is a bad motherboard and/or CPU?

- A. Disconnect all peripherals except the hard drive, power on the PC, listen and watch for the POST.
- B. Disconnect all peripherals then power on the PC, listen and watch for the POST.
- C. Disconnect all peripherals except the CD-ROM, power on the PC, listen and watch for the POST.
- D. Remove all memory modules, power on the PC, listen and watch for the POST.

**Answer: D**

**QUESTION NO: 264**

Which of the following are the steps for setting up a PC to enable Remote Desktop connection in Windows XP Professional?

- A. My Computer>Manage>Expand users and groups>Remote Desktop>Add User>Choose the user that needs the connection.
- B. My Computer>Manage>Users and Groups>Groups>Remote Assistance Group>Add Users>Choose the user that needs the connection.
- C. My Computer>Properties>Remote Tab>Remote Assistance>Add User>Choose the user that needs the connection.
- D. My Computer>Properties>Remote Tab>Allow Users to connect remotely to this computer>Select Remote Users.

**Answer: D**

**QUESTION NO: 265**

A customer has a wireless router with WEP enabled. The customer states it was working before but that they can no longer access the network or the Internet with their wireless PCs. After arriving onsite, the technician can see the SSID. The technician can access the customer's



network and the Internet utilizing an Ethernet connection. Which of the following is the MOST likely cause of the problem?

- A. The DHCP has been disabled.
- B. The incorrect subnet mask is being used.
- C. The incorrect WEP is being used.
- D. The gateway has been changed.

**Answer: C**

**QUESTION NO: 266**

A technician wants to disable User Account Control (UAC) in Windows Vista. How can this feature be disabled?

- A. Go to Control Panel> click User Account Control> Click Disable User Account Control> Click Continue>  
Clear the check box and click OK.
- B. Go to Control Panel> open User Accounts> Click Turn User Account Control On or Off> Click Continue>  
Clear the check box and click OK.
- C. Go to Control Panel> click User Accounts> Click Disable User Account off> Click Continue.
- D. Go to Control Panel> click User Accounts> Click Turn User Account off> Click Continue.

**Answer: B**

**QUESTION NO: 267**

A USB cable has a mini-USB connector on one end and two standard size connectors on the other. Which of the following is the purpose of the second connector?

- A. The second USB connector increases the power and enables functionality of the device.
- B. The second USB connector allows for the daisy-chaining of devices.
- C. The second USB allows for power sharing between two devices making the devices last longer.
- D. The second USB connector is used for redundancy.

**Answer: A**

**QUESTION NO: 268**

Which of the following is the maximum file size for FAT32?

- A. Two gigabytes
- B. Four gigabytes
- C. Six gigabytes
- D. Five hundred megabytes

**Answer: B**

**QUESTION NO: 269**

A technician suspects one of the workstations in the office is infected with malware. Which of the following are symptoms of a malware infection? (Select TWO).

- A. Computer overheats and shuts off.
- B. After a period of inactivity the screen shuts off automatically.
- C. Computer will not power on.
- D. Drive light is always on even when no programs are running.
- E. Cannot perform any anti-virus updates.

**Answer: D,E**

**QUESTION NO: 270**

A user is running defrag on a computer and the power goes out. When power is restored, which of the following is the BEST action to perform?

- A. Perform a disk cleanup
- B. Check Event Viewer for errors
- C. Turn the computer on and run `chkdsk /r`
- D. Run defrag

**Answer: C**

**QUESTION NO: 271**

To enhance security on a Windows workstation, the default Guest group should be:

- A. disabled.
- B. used by all guests to the network.
- C. used as a template for all user accounts.
- D. deleted.

**Answer: A**

**QUESTION NO: 272**

A user has discovered that even though they are using the latest version of the anti-virus software, the computer is still being infected by a virus. Which of the following is the BEST solution for this problem?

- A. Replace the computer.
- B. Run `chkdsk /f`.
- C. Update the virus signatures.
- D. Run `scandisk`.

**Answer: C**

**QUESTION NO: 273**

A technician is configuring a small office home office (SOHO) router to allow FTP access. Which of the following ports will the technician open?

- A. 20
- B. 25
- C. 80
- D. 443

**Answer: A**

**QUESTION NO: 274**

Which of the following protocols uses port 443 by default?

- A. LDAP
- B. SNMP
- C. HTTPS
- D. HTTP

**Answer: C**

**QUESTION NO: 275**

Which of the following is the MOST secure wireless encryption?

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

**Answer: A**

**QUESTION NO: 276**

A customer states that their laser printer keeps stating there is a paper jam but the customer does not see any paper jams. The technician inspects the printer and confirms that there is no paper jams and finds the printer does not make an attempt to pickup the paper from the tray when the print job is sent. Which of the following could be the cause?

- A. Paper pickup roller is worn
- B. Faulty sensor
- C. Paper tray
- D. Separation pad

**Answer: B**

**QUESTION NO: 277**

Which of the following will cause a ghost image on a printout?

- A. Problem with the developing drum
- B. Problem with the formatter board
- C. Worn pickup rollers
- D. Scanner unit is defective

**Answer: A**

**QUESTION NO: 278**

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

- A. 802.11g
- B. 802.2
- C. 802.11a

D. 802.3

**Answer: C**

**QUESTION NO: 279**

A user reports that after configuring the BIOS to boot to the hard drive first, the system still tries to boot from the optical drive. Which of the following is the MOST likely cause?

- A. Optical drive
- B. Power supply
- C. CMOS battery
- D. CD-ROM disk

**Answer: C**

**QUESTION NO: 280**

Which of the following is a local host IP address?

- A. 255.255.255.255
- B. 127.0.0.1
- C. 169.254 1.1
- D. 192.168.1.1

**Answer: B**

**QUESTION NO: 281**

Which of the following commands will make a new directory?

- A. cd
- B. md
- C. dir
- D. rd

**Answer: B**

**QUESTION NO: 282**

A technician installed a faster CPU and now the system will not start after the install. The technician removed and reseated the CPU with no positive results. The technician then installed a known good CPU with the same negative results. Which of the following is MOST likely the cause?

- A. The BIOS needs to be updated.
- B. A loose connection on the hard drive.
- C. The RAM needs to be upgraded.
- D. The CMOS chip needs to be replaced.

**Answer: A**

**QUESTION NO: 283**

A technician notices that the computer locks up at times and maintains a high commit charge. Which of the following is the BEST solution to resolve this problem?

- A. Install a larger hard drive.
- B. Install more RAM.
- C. Install a faster CPU.
- D. Increase virtual memory size.

**Answer: B**

**QUESTION NO: 284**

When receiving a 'Missing NTLDR' error, which of the following is the FIRST action that should be taken?

- A. Reload the operating system.
- B. Check for a floppy disk in the FDD.
- C. Reboot the computer.
- D. Check the CMOS to make sure the boot order is correct.

**Answer: B**

**QUESTION NO: 285**

When setting security permissions on a folder, which of the following properties apply?

- A. Guest users are allowed changed permissions.

- B. All sub-folders inherit the most restrictive permissions within the folder.
- C. All sub-folders within that folder are given a password.
- D. By default, read permissions are denied on all files within the folder.

**Answer: B**

**QUESTION NO: 286**

Each time a user tries to print a document; the user receives a 'out of memory' error message. Which of the following would BEST solve the issue?

- A. Add additional RAM to the printer.
- B. Change the printer paper to lighter grade.
- C. Add a higher capacity toner cartridge to the printer.
- D. Decrease the graphics resolution for the printer.

**Answer: A**

**QUESTION NO: 287**

When replacing a laptop keyboard, the FIRST thing to do is:

- A. remove the battery.
- B. remove the memory cover and memory sticks giving access to the screws holding the keyboard in place.
- C. remove the top bezel covering the screws holding the keyboard in place.
- D. remove the AC power.

**Answer: D**

**QUESTION NO: 288**

How many volts does a power supply's 4-pin Molex connector carry to internal devices?

- A. 2.5 volts
- B. 5 volts
- C. 6 volts
- D. 15 volts

**Answer: B**

**QUESTION NO: 289**

Which of the following BEST describes why a technician should avoid touching the copper piping on heat sinks?

- A. Copper is a carcinogen and can be absorbed into the skin.
- B. Static electricity from the technician's body can destroy the copper piping.
- C. Oil from the skin can decrease copper's ability to conduct heat.
- D. The copper can break loose from the heat sink and damage the computer's components.

**Answer: C**

**QUESTION NO: 290**

Which of the following encryption methods requires a 10-digit network key?

- A. 64-bit WPA
- B. 64-bit WEP
- C. 128-bit WEP
- D. 256-bit WPA

**Answer: B**

**QUESTION NO: 291**

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

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

**Answer: A**

**QUESTION NO: 292**

When using Device Manager, a red 'X' indicates which of the following?

- A. Device is disabled
- B. Device conflict
- C. No device driver found



D. Device has not been digitally signed

**Answer: A**

**QUESTION NO: 293**

Which of the following adapters will offer the HIGHEST data transfer rate?

- A. Parallel
- B. USB 2.0
- C. 802.11n
- D. Bluetooth

**Answer: B**

**QUESTION NO: 294**

A technician is troubleshooting a laptop LCD monitor with an extremely dim screen. Which of the following is the cause?

- A. Backlight failure
- B. External monitor needs to be installed
- C. Keyboard failure
- D. Laptop is running on battery power

**Answer: A**

**QUESTION NO: 295**

A technician is adding a secondary IDE hard drive to an older system. After installation and the first boot, the drive is not showing in Disk Management. Which of the following is the MOST likely cause of the issue?

- A. The new drive's jumper is set for master.
- B. The new drive is connected to the secondary bus as a slave drive.
- C. Both drives' jumpers are set for cable select.
- D. The old drive's jumper is set for master and the new drive is set for slave.

**Answer: A**

**QUESTION NO: 296**

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

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

**Answer: B**

**QUESTION NO: 297**

The technician is working on a computer and the air is dry. Which of the following choices is the BEST option?

- A. Use a portable anti-static pad and wrist strap, ensuring all components remain on the mat, and the wrist strap is connected to the mat.
- B. Leave the computer plugged in and running, to stabilize the power, and keep one hand on the case at all times while working on the unit.
- C. Use a wrist strap, connecting it to the computer case. Leave the computer plugged into the outlet for grounding.
- D. Advise the customer it is best if the computer is taken back to the shop for repair, so it will be in a controlled temperature environment.

**Answer: A**

**QUESTION NO: 298**

A technician is trying to load a device driver directly from the manufacturer's CD for a PCI NIC. The operating system is Windows Vista. Windows refuses to accept the driver. Which of the following is the MOST likely cause of this problem?

- A. The driver CD is for Windows XP only.

- B. The technician needs to initialize the NIC first within Device Manager before installing a driver.
- C. The driver on the CD is not digitally signed.
- D. The driver is corrupt.

**Answer: A**

**QUESTION NO: 299**

A user reports that a newly installed external CD-RW is not working. A technician is called and notes the user has the CD-RW drive, a flash disk, a rarely used external hard drive and a wireless network adapter plugged into an external USB hub. Which of the following is the MOST likely reason for the problem?

- A. The USB hub needs more USB ports.
- B. The USB hub is a version 1.1.
- C. The USB hub was not externally powered.
- D. The USB hub is a version 2.0.

**Answer: C**

**QUESTION NO: 300**

A technician replaces two 1GB DIMMs with two 2GB DIMMs. When the installed RAM amount is verified in Windows Vista, only 3GB appears. Which of the following is the MOST likely cause?

- A. The DIMMs are from different manufacturers.
- B. Windows Vista 32-bit can only address up to 3GB of memory.
- C. The DIMMs are different speeds.
- D. The RAM amount needs to be updated in Virtual Memory.

**Answer: B**

**QUESTION NO: 301**

On laptops, the internal wireless adapter is known by which of the following form factors?

- A. PCI
- B. Mini PCI
- C. ISA
- D. PCIe 1x

**Answer: B**

**QUESTION NO: 302**

A technician has been asked to replace a hard drive in a laptop. The documentation calls for an IDE hard drive. Upon removal, the drive has an unfamiliar connector. Which of the following types of hard drives is in the laptop?

- A. eSATA
- B. SATA
- C. IDE but with an adapter
- D. SATA but with an adapter

**Answer: C**

**QUESTION NO: 303**

A technician is installing several PCs in a home that is pre-wired with Ethernet to seven rooms. In the wiring closet all the Ethernet cables are hanging free and are not labeled. Which of the following tools would the technician use to locate the cable that runs to each room?

- A. Extension magnet
- B. Toner probe
- C. Multimeter
- D. Optical Time Domain Reflectometer (OTDR)

**Answer: B**

**QUESTION NO: 304**

On a Windows Vista PC, where are the user files located?

- A. C:\users
- B. C:\documents and settings
- C. C:\uac
- D. C:\usersettings

**Answer: A**

**QUESTION NO: 305**

Which of the following is the minimum number of drive partitions required to run the BitLocker Drive Preparation tool?

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

**Answer: B**

**QUESTION NO: 306**

A user's system is locking up after the Windows logo screen on boot-up. Which of the following is the BEST reason for this?

- A. The file system is password protected.
- B. The hard drive disk letter is not mapped.
- C. The computer is being accessed by a hacker.
- D. The hard drive needs to be replaced.

**Answer: D**

**QUESTION NO: 307**

In Windows Vista, where would a technician find User1 desktop files?

- A. C:\Documents and settings\User1\Desktop
- B. C:\Users\User1\Desktop
- C. C:\windows\System32
- D. C:\Users\User1

**Answer: B**

**QUESTION NO: 308**

Which of the following operating systems, by default, uses 'Documents' as the name of a user's document folder?

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

D. Windows XP Home

**Answer: A**

**QUESTION NO: 309**

Which of the following broadband networking technologies is MOST widely available in isolated areas?

- A. Satellite
- B. Ethernet
- C. Cable
- D. ADSL

**Answer: A**

**QUESTION NO: 310**

When a SMART error is received on a computer, which of the following devices MOST likely has a problem?

- A. Hard disk
- B. Floppy disk
- C. CD-ROM
- D. Processor

**Answer: A**

**QUESTION NO: 311**

Which of the following tools could be used to test if a serial port on a laptop is functioning correctly?

- A. Extension magnet
- B. Cable tester
- C. Loopback plug
- D. Power supply tester

**Answer: C**

**QUESTION NO: 312**

A user reports that after installing a PCIe video card into a system, the onboard video no longer displays. Which of the following is MOST likely the cause?

- A. The drivers for the onboard video card have been overwritten by the PCIe video card drivers.
- B. The PCIe video card is defective and is conflicting with the onboard video.
- C. The BIOS detected the PCIe video card and disabled the onboard video.
- D. The processor has overheated and is causing the video to not display.

**Answer: C**

**QUESTION NO: 313**

Which of the following can be used to achieve the highest transfer rate for an external hard drive?

- A. FireWire
- B. eSATA
- C. USB 1.1
- D. USB 2.0

**Answer: B**

**QUESTION NO: 314**

Which of the following will allow a technician to secure a wireless access point?

- A. Enable MAC filtering
- B. Enable the DMZ
- C. Enable DHCP
- D. Disable port forwarding

**Answer: A**

**QUESTION NO: 315**

Which of the following 802.11 standards by default uses the 5GHz frequency range and supports speeds up to 54Mbps?

- A. N
- B. A
- C. B

D. G

**Answer: B**

**QUESTION NO: 316**

When installing an external USB hard drive, which of the following is the maximum speed that can be expected when connecting to a USB 2.0 port?

- A. 1.1Mbps
- B. 100Mbps
- C. 480Mbps
- D. 512Mbps

**Answer: C**

**QUESTION NO: 317**

After installing multiple hard drives in a computer, the technician finds that some of the drives will intermittently be unavailable. Which of the following is the MOST likely reason that the drives are periodically unavailable?

- A. The BIOS does not recognize the new drives.
- B. The partition tables on the drives need to be cleared.
- C. The power supply is not supplying enough power.
- D. The drives need to be formatted with NTFS.

**Answer: C**

**QUESTION NO: 318**

After a computer has been returned from having the system board replaced, the end user reports that they can no longer access their flash drive when it is plugged into the front USB ports. The keyboard and mouse are plugged into the rear USB ports and are working properly. Which of the following is the MOST likely cause of the problem?

- A. The USB drivers were not installed after the repair.
- B. Support for legacy devices has been turned to inactive in the BIOS.
- C. The front USB ports were not connected to the system board header.
- D. The front USB ports need to be activated in System Properties.



**Answer: C**

**QUESTION NO: 319**

Which of the following should be the FINAL step a technician should take once they have cleaned a system of a malware infection?

- A. Backup the registry.
- B. Remove all used applications.
- C. Backup the boot.ini.
- D. Educate the user.

**Answer: D**

**QUESTION NO: 320**

Which of the following creates a secure connection to a remote host?

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

**Answer: C**

**QUESTION NO: 321**

A customer wants to ensure that their new drive has the fastest transfer speed. Which of the following technologies should be recommended?

- A. IDE
- B. USB
- C. EIDE
- D. SATA

**Answer: D**

**QUESTION NO: 322**

Which of the following expansion slots are available on a laptop?

- A. ISA
- B. PCIx
- C. PCMCIA
- D. PCI

**Answer: C**

**QUESTION NO: 323**

Which of the following switches allows a technician to PING the host until stopped by manual override?

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

**Answer: B**

**QUESTION NO: 324**

Which of the following is the BEST way to mitigate phishing attempts?

- A. Installing antivirus
- B. Reconfiguring the firewall
- C. Changing the permissions and passwords
- D. Educating the end user

**Answer: D**

**QUESTION NO: 325**

A technician receives a message stating virtual memory is low. Which of the following will resolve this issue?

- A. Increase paging file size
- B. Add RAID to the memory
- C. Install a processor with larger L1 cache
- D. Increase the RAM speed

**Answer: A**

**QUESTION NO: 326**

A printer is connected to the network but users are no longer able to print to it. A technician checks the connection and it seems to be seated properly. There are no other reported issues with the network. Which of the following should the technician check NEXT?

- A. Whether the network card defective
- B. Whether the printer is out of paper
- C. Whether the printer has lost its IP settings
- D. Whether the switch has gone bad

**Answer: B**

**QUESTION NO: 327**

A laptop's screen is dark; upon further investigation a faint image can be seen. Which of the following has become defective?

- A. Video card
- B. Battery
- C. External VGA port
- D. Backlight

**Answer: D**

**QUESTION NO: 328**

A workstation is constantly overheating. The workstation functions but is not making any noise. Which of the following has MOST likely occurred?

- A. The processor has stopped working.
- B. The power supply has failed.
- C. The case fan has stopped working.
- D. The heatsink has gone bad.

**Answer: C**

**QUESTION NO: 329**

A user is unable to play a training video in their computer. Which of the following is MOST likely the problem?

- A. The CD drive cannot play DVDs.
- B. The HDD has been encrypted.
- C. The video card does not support the video resolution.
- D. The video card needs more RAM.

**Answer: A**

**QUESTION NO: 330**

A technician needs to replace a hard drive in a desktop computer. The data cable connected to the drive is a ribbon cable with a 40-pin connector. Which of the following is the drive type?

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

**Answer: A**

**QUESTION NO: 331**

A technician is instructed to configure a set of mirrored drives on a desktop. Which of the following RAID levels does this match?

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

**Answer: B**

**QUESTION NO: 332**

Which of the following is the MINIMUM amount of hard drives needed for a RAID 5 array?

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

D. 5

**Answer: B**

**QUESTION NO: 333**

Which of the following commands will map a network drive?

- A. NET USE
- B. NET FILE
- C. NET SHARE
- D. NET VIEW

**Answer: A**

**QUESTION NO: 334**

Which of the following commands will allow remote use of a folder?

- A. NET SEND
- B. NET SHARE
- C. NET FILE
- D. NET VIEW

**Answer: B**

**QUESTION NO: 335**

Which of the following commands will allow a technician to start and stop Windows services?

- A. NET
- B. EDIT
- C. RECOVER
- D. SHUTDOWN

**Answer: A**

**QUESTION NO: 336**

Which of the following Windows features would a technician use to setup a program that needs to run daily?

- A. Computer Management
- B. Task Scheduler
- C. Performance Monitor
- D. Services and Applications

**Answer: B**

**QUESTION NO: 337**

Which of the following Windows applications is used to create a mount point?

- A. System Tray
- B. Disk Management
- C. Event Viewer
- D. Task Manager

**Answer: B**

**QUESTION NO: 338**

A technician is making multiple CAT5 patch cords to hook new equipment to the network. Which of the following is the BEST tool for verifying the cord type?

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

**Answer: A**

**QUESTION NO: 339**

A new security administrator asks a technician to help review logs on a computer system. Which of the following tools would the technician use to show the security administrator the logs?

- A. Performance Monitor
- B. Administrator logs
- C. Event Viewer
- D. Disk Manager

**Answer: C**

**QUESTION NO: 340**

Which of the following is used to assign a computer to a specific network segment?

- A. Subnet mask
- B. DNS
- C. NAT
- D. Default gateway

**Answer: A**

**QUESTION NO: 341**

Which of the following protocols is used for remote administration?

- A. TFTP
- B. NAT
- C. SSH
- D. IMAP

**Answer: C**

**QUESTION NO: 342**

While using the ping command to try and reach a local server, a technician receives a response of "Destination host unreachable". After confirming that the PC is physically connected to the network, which of the following commands should the technician use to get more detailed information?

- A. TRACERT
- B. GREP
- C. TELNET
- D. DIG

**Answer: A**

**QUESTION NO: 343**

A technician receives an alert that a machine on the network is infected with a virus. The antivirus software on the machine has detected the virus. The virus cannot be removed by the antivirus

software.

Which of the following actions should be taken FIRST?

- A. Schedule user education
- B. Quarantine all systems on the network
- C. Quarantine the infected system
- D. Shut down the power to the system

**Answer: C**

**QUESTION NO: 344**

A technician at the company spends a large amount of time manually installing antivirus updates on individual machines. Which of the following steps could be taken to reduce the amount of time spent maintaining antivirus systems?

- A. Switch to encrypted file systems
- B. Switch to automatic updates
- C. Install anti-malware software
- D. Educate end users about viruses

**Answer: B**

**QUESTION NO: 345**

Which of the following is the BEST way to protect against a data loss caused by the theft of a laptop?

- A. Use an encrypted file system
- B. Three-factor user authentication
- C. Strong passwords
- D. Encrypt system folders and files

**Answer: A**

**QUESTION NO: 346**

Which of the following terms describes files and folders in sub-directories having the same permissions as the root or parent directory?

- A. Least privilege



- B. Default permissions
- C. Local shares
- D. Inheritance

**Answer: D**

**QUESTION NO: 347**

A user reports that new optical disks are not working. After troubleshooting, the technician determines that the CD drive in the user's computer is fully functional. However, the technician cannot get the optical discs to work. Which of the following is MOST likely the cause?

- A. The user has Blu-ray discs
- B. The user has CD+RW discs
- C. The user has CD-RW discs
- D. The users has a Blu-ray drive

**Answer: A**

**QUESTION NO: 348**

A user reports that their computer is running slower since they viewed an online training presentation. The user is also receiving an increased amount of spam email. Which of the following is the MOST likely cause of the user's issue?

- A. Virus
- B. Worm
- C. Network bandwidth
- D. Malware

**Answer: D**

**QUESTION NO: 349**

A technician is preparing user education to raise awareness of malware. The technician's goal is to increase user awareness and prevent the future spread of malware. All of the following are malware symptoms EXCEPT:

- A. increase number of pop-ups.
- B. decreased volume of spam.
- C. decreased system performance.

D. home page hijacking.

**Answer: B**

**QUESTION NO: 350**

A user receives an error about missing or corrupt files every time the user reboots their computer. Which of the following system tools should a technician use FIRST to correct the error?

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

**Answer: C**

**QUESTION NO: 351**

Files used for a short period of time and updated frequently are stored in which of the following locations?

- A. \Temp
- B. Pagefile.sys
- C. \RECYCLER
- D. IO.sys

**Answer: A**

**QUESTION NO: 352**

A printer takes over 30 minutes to print single pages when the pages contain large pictures. Which of the following errors might appear on the printer as a result?

- A. Replace drum
- B. Clear paper jam
- C. Out of memory
- D. Replace toner

**Answer: C**

**QUESTION NO: 353**

A color laser printer is producing pages where the ink smears when touched. Which of the following components should be replaced?

- A. Paper tray
- B. Fuser
- C. Toner
- D. Drum

**Answer: B**

**QUESTION NO: 354**

Which of the following logs contains information related to user installed programs and the performance of all programs?

- A. System
- B. Application
- C. Audit
- D. Security

**Answer: B**

**QUESTION NO: 355**

Computers on the network are frequently infected with viruses, malware, worms and Trojans. Which of the following should be updated automatically to prevent future problems?

- A. Antivirus signatures
- B. Antivirus engines
- C. Malware engines
- D. Virus encyclopedias

**Answer: A**

**QUESTION NO: 356**

To prevent unintentional destruction of data and the theft of data from company machines, end users should be educated about all of the following EXCEPT:

- A. malware.

- B. spear-phishing.
- C. social engineering.
- D. secure protocols.

**Answer: D**

**QUESTION NO: 357**

In which of the following locations is the fonts folder stored in the Windows OS?

- A. \System32
- B. \Temp
- C. \Documents and settings
- D. \Windows

**Answer: D**

**QUESTION NO: 358**

Which of the following ports need to be open for RDP?

- A. 23
- B. 125
- C. 3389
- D. 8080

**Answer: C**

**QUESTION NO: 359**

Which of the following is MOST important when installing a wireless router?

- A. Location
- B. DCPA
- C. SSID
- D. Number of client machines

**Answer: A**

**QUESTION NO: 360**

Which of the following provides the GREATEST security?

- A. Disabling SSID
- B. WEP
- C. Static IP
- D. WPA

**Answer: D**

**QUESTION NO: 361**

Which of the following commands is used to duplicate a directory from one location to another?

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

**Answer: C**

**QUESTION NO: 362**

Which of the following IP addresses is used to test that TCP/IP is installed correctly?

- A. 169.254.0.1
- B. 192.168.1.1
- C. 127.0.0.1
- D. 172.16 1.1

**Answer: C**

**QUESTION NO: 363**

Which of the following is the BEST command to perform DNS queries?

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

**Answer: C**

**QUESTION NO: 364**

A user is having problems with their external modem. Which of the following tools is BEST for the technician to use to test the computer COM port?

- A. Loopback plugs
- B. Cable tester
- C. Multimeter
- D. TDR

**Answer: A**

**QUESTION NO: 365**

A laptop is powered on and the technician can hear the hard drive running but cannot see anything on the screen. Which of the following should the technician check FIRST?

- A. Lid switch
- B. Video drivers
- C. Inverter board
- D. Battery voltage

**Answer: A**

**QUESTION NO: 366**

After a user has upgraded to Windows Vista, they report that the animations on the windows interface are extremely slow. Which of the following would BEST help to resolve the issue?

- A. Disable Aero
- B. Disable external devices
- C. Disable NTLDR
- D. Disable UAC

**Answer: A**

**QUESTION NO: 367**

Which of the following locations can the STOP error code be found after a Windows BSOD?

- A. Device Manager
- B. Services Console

- C. My Computer
- D. Event Log

**Answer: D**

**QUESTION NO: 368**

Which of the following should be checked FIRST if the laptop's fan continuously goes full speed?

- A. Dust buildup
- B. AC adapter
- C. Battery temperature
- D. Fragmentation

**Answer: A**

**QUESTION NO: 369**

Which of the following needs to be set manually on wireless clients if the WAP SSID is hidden?

- A. The preshared WPA key for encryption
- B. The network name of the wireless network
- C. The subnet mask of each wireless client
- D. The IP address on each wireless client

**Answer: B**

**QUESTION NO: 370**

Which of the following would be the BEST way to restrict access to the WAP from certain clients?

- A. Disable DHCP server
- B. Enable WEP encryption
- C. Disable SSID broadcast
- D. Enable MAC filtering

**Answer: D**

**QUESTION NO: 371**

Within a 64-bit Windows desktop OS, by default where are the program files for 32-bit programs located?

- A. C:\Windows\
- B. C:\Program Files (x86)
- C. C:\Program Files
- D. C:\Windows\System32

**Answer: B**

**QUESTION NO: 372**

Within a 64-bit Windows desktop OS, by default where are the program files for 64-bit programs located?

- A. C:\Program Files
- B. C:\Windows\
- C. C:\Windows\System32
- D. C:\Program Files (x86)

**Answer: A**

**QUESTION NO: 373**

Which of the following commands will BEST determine the point where a connection is dropped between a client and a remote server?

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

**Answer: B**

**QUESTION NO: 374**

After a printer's toner is replaced, which of the following should a technician check FIRST if the printer now only prints blank pages?

- A. The voltage power supply
- B. Cartridge shipping tab



- C. Printer drivers
- D. The I/O port

**Answer: B**

**QUESTION NO: 375**

Which of the following should be performed after a maintenance kit has been applied and full functionality tested?

- A. Roller regenerator applied
- B. Page count reset
- C. New network settings applied
- D. Printer drum replacement

**Answer: B**

**QUESTION NO: 376**

Which of the following is the BEST choice for the frequency of antivirus software and definition updates?

- A. Yearly
- B. Monthly
- C. Weekly
- D. Daily

**Answer: D**

**QUESTION NO: 377**

After a user has upgraded to Windows Vista, it is reported that the animations on the GUI are extremely slow. Which of the following would BEST resolve the issue?

- A. Disable UAC
- B. Disable Spooler
- C. Disable Aero
- D. Disable NTLDR

**Answer: C**

**QUESTION NO: 378**

In which of the following locations could a technician restart the printer spooler?

- A. Printers and Faxes Control Panel
- B. Services Console
- C. My Computer
- D. Networking Control Panel

**Answer: B**

**QUESTION NO: 379**

Which of the following would be the BEST device to use when removing a loose screw from the inside of a laptop?

- A. Needle-nose pliers
- B. Extension magnet
- C. Locking pliers
- D. Loopback plug

**Answer: A**

**QUESTION NO: 380**

A new video adapter is installed onto a system that has onboard video. Which of the following should be checked FIRST if the video is not displaying?

- A. The BIOS to see if the onboard video has been disabled
- B. The video card's IRQ to see if it is conflicting with the sound card
- C. A video adapter to see if the onboard video is conflicting with the motherboard
- D. The video card to see if it is faulty

**Answer: A**

**QUESTION NO: 381**

A technician needs to backup a user's local My Documents on a Windows XP workstation. Which of the following is the QUICKEST way to the user's folder?

- A. Browse to the root, Documents and Settings, user's name, and then My Documents
- B. Browse to the root, Users, Documents and Settings, user's name, and then My Documents

- C. Type %system% into the run box
- D. Type %temp% into the run box, My Documents, and then user's name

**Answer: A**

**QUESTION NO: 382**

A user cannot connect to any of the mapped drives on their Windows XP workstation. Which of the following commands could a technician use to delete drive mappings using the command prompt?

- A. NET USE
- B. NET USER
- C. NET SESSION
- D. NET SHARE

**Answer: A**

**QUESTION NO: 383**

A technician is troubleshooting a user's problem with their antivirus program. In which of the following locations would the technician MOST likely check to investigate error messages with the antivirus?

- A. DFS log
- B. System log
- C. Application log
- D. Security log

**Answer: C**

**QUESTION NO: 384**

A technician is troubleshooting a client issue with DNS on a Windows workstation. Which of the following utilities could the technician use to determine which DNS server the client workstation is using? (Select TWO).

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

**Answer: B,E**

**QUESTION NO: 385**

A technician is troubleshooting a workstation that has the wrong time information. All workstations should be pointing to a central NTP server. Which of the following locations would the technician check to investigate error messages related to this issue?

- A. IIS log
- B. Application log
- C. System log
- D. Security log

**Answer: C**

**QUESTION NO: 386**

Which of the following tools would the technician MOST likely use to remotely connect to a router when resolving a client issue?

- A. SSH
- B. SNMP
- C. Net Use
- D. TRACERT

**Answer: A**

**QUESTION NO: 387**

Which of the following provides the LEAST security when setting up a small office home office (SOHO) wireless environment?

- A. Disable SSID broadcasting
- B. Enable SSID and configure WEP
- C. Create a PKI and setup certificate based access
- D. MAC address filtering

**Answer: A**

**QUESTION NO: 388**

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

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

**Answer: C**

**QUESTION NO: 389**

Which of the following could be used to prevent an attacker from accessing the master boot drive when attaching a hard drive to another system?

- A. BIOS password
- B. Domain membership
- C. EFS
- D. Bitlocker

**Answer: D**

**QUESTION NO: 390**

Which of the following is the BEST way to prevent social engineering tactics?

- A. End user training
- B. Antivirus software
- C. Group policy
- D. Encryption

**Answer: A**

**QUESTION NO: 391**

A user reports slow performance when opening applications on a computer. Which of the following is the BEST location for a technician to forcefully end programs?

- A. MSCONFIG
- B. IPCONFIG

- C. Computer Management
- D. Task Manager

**Answer: D**

**QUESTION NO: 392**

Which of the following tools is BEST to use if a technician has dropped a screw into a workstation while repairing it?

- A. Extension magnet
- B. Locking pliers
- C. Cable tester
- D. Tweezers

**Answer: D**

**QUESTION NO: 393**

Which of the following commands creates a new folder on a storage device?

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

**Answer: D**

**QUESTION NO: 394**

A user states that their USB device is transferring data slowly. The device when used on a different computer transfers data quickly. Which of the following is MOST likely the problem?

- A. The storage device is near full capacity and needs formatting
- B. The storage device is a USB 1.1 and computer is a USB 2.0
- C. The device drivers are not compatible with the computer
- D. The storage device is a USB 2.0 and computer is a USB 1.1

**Answer: D**

**QUESTION NO: 395**

Which of the following is a speed enhancement in Windows performance when searching for files?

- A. Indexing
- B. Formatting
- C. Disk Cleanup
- D. System Restore

**Answer: A**

**QUESTION NO: 396**

Which of the following should be used to check a serial port for functionality?

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

**Answer: A**

**QUESTION NO: 397**

A user reports that the printer is no longer working correctly. The administrator is unable to ping the printer but is able to ping all other hosts on that subnet. Which of the following is MOST likely affecting the printer?

- A. Print spooler has been disabled
- B. IP address of the printer has been modified
- C. Printer is out of paper and is producing an error
- D. IRC service was stopped

**Answer: B**

**QUESTION NO: 398**

A technician receives a PC that will not turn on. The technician has tried using a different power cord and outlet. Which of the following should the technician check NEXT?

- A. CMOS battery

- B. Motherboard
- C. Hard drive
- D. Power supply

**Answer: D**

**QUESTION NO: 399**

Which of the following percentages is required for Disk Defragmenter to fully defragment the volume?

- A. 5%
- B. 15%
- C. 25%
- D. 50%

**Answer: B**

**QUESTION NO: 400**

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

- A. nslookup
- B. xcopy
- C. ipconfig /all
- D. net use

**Answer: D**

**QUESTION NO: 401**

Which of the following could be used to test the voltage coming from a power supply?

- A. Line tester
- B. Multimeter
- C. Loopback plugs
- D. Cable tester

**Answer: B**



**QUESTION NO: 402**

Which of the following should be used to test a parallel port?

- A. Line tester
- B. Multimeter
- C. Null modem cable
- D. Loopback plugs

**Answer: D**

**QUESTION NO: 403**

A technician is upgrading memory in a desktop PC. The user purchased two 2GB DIMMS from the PC manufacturer. The PC powers on and POST shows 2GB of RAM. Which of the following is the FIRST action to perform?

- A. Update the manufacturer's chipset drivers.
- B. Replace the two 2GB DIMMs with four 1GB DIMMs.
- C. Update the PC BIOS and verify all memory is seen in POST.
- D. Replace both of the 2GB DIMMs memory with new memory.

**Answer: C**

**QUESTION NO: 404**

An administrator has connected a computer to the network, but does not have connectivity. Which of the following is the BEST way to test connectivity?

- A. Digital multimeter
- B. Line tester
- C. Network card tester
- D. Computer diagnostic software

**Answer: B**

**QUESTION NO: 405**

Which of the following tools should the technician use when testing a serial port?

- A. Cable tester

- B. Multimeter
- C. Loopback plug
- D. Logic probe

**Answer: C**

**QUESTION NO: 406**

The print spooler for a local printer continues to fill up with new jobs and no jobs are being processed at the printer. Which of the following is MOST likely the cause?

- A. The network connection is unavailable.
- B. The printer is offline.
- C. The user does not have the proper security permissions.
- D. The print spooler is stopped.

**Answer: B**

**QUESTION NO: 407**

A customer has a dim image on their internal LCD panel, but when connecting to an external display, the image is fine. Which of the following is MOST likely the cause?

- A. Inverter
- B. LCD cable
- C. LCD panel
- D. System I/O

**Answer: A**

**QUESTION NO: 408**

A technician has to repeatedly set the BIOS time. Which of the following is MOST likely the cause of this issue?

- A. Daylight savings time is checked in the OS settings.
- B. The OS system time is wrong.
- C. The CMOS battery has to be replaced.
- D. Daylight savings time is unchecked in the OS settings.

**Answer: C**

**QUESTION NO: 409**

A laptop optical drive has failed and needs to be replaced with a drive allowing the user to store 25GB of data on each disk. Which of the following drive types would MOST likely be installed?

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

**Answer: D**

**QUESTION NO: 410**

A technician has been called to a user's desk to diagnose a computer that is making a loud grinding noise when it is powered on. The computer fails to load the operating system and has an error that states 'no boot device found'. Which of the following has failed?

- A. Memory module
- B. Hard drive
- C. Motherboard
- D. Optical drive

**Answer: B**

**QUESTION NO: 411**

While trying to load an image on a machine, the process stalls at configuring BIOS settings. When the technician restarts the machine, it does not POST. Which of the following can be performed to resolve this issue?

- A. Move the CMOS jumper, boot, shut down and move the jumper back.
- B. Shut down the workstation, reboot, and move the CMOS jumper.
- C. Update BIOS firmware, reinstall the OS, and reboot the machine.
- D. Restart the machine, remove the CMOS jumper, and reboot the machine.

**Answer: A**

**QUESTION NO: 412**

A user needs a laptop keyboard replaced because the space bar is not working. A technician replaces the keyboard, and notices that a diagonal set of keys will not respond. Which of the following is the MOST likely cause?

- A. StickyKeys is enabled and needs to be disabled.
- B. The new keyboard is defective and needs to be replaced.
- C. The system board is defective.
- D. The keyboard ribbon is not seated properly.

**Answer: D**

**QUESTION NO: 413**

A user states that the LCD display on their laptop has intermittent lines on the screen. The technician notices that when the display panel is moved, the line appears and then disappears. Which of the following is the MOST likely cause?

- A. The hinge on the display panel is damaged.
- B. The display cable is loose or damaged.
- C. The display panel is defective.
- D. The video controller on the system board is defective.

**Answer: B**

**QUESTION NO: 414**

A technician is installing a second PATA hard drive on the same channel as an existing PATA drive. With which of the following should the technician be MOST concerned?

- A. The motherboard firmware version
- B. Matching sizes for the two drives
- C. Proper jumper placement on the drives
- D. Matching RPM ratings for the two drives

**Answer: C**

**QUESTION NO: 415**

When installing a floppy drive a technician should pay careful attention to which of the following?

- A. The bus speed is compatible with the floppy drive
- B. The drive is high density dual-sided
- C. The data cable from the drive to the controller is properly aligned
- D. The system only has one floppy drive installed

**Answer: C**

**QUESTION NO: 416**

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

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

**Answer: A**

**QUESTION NO: 417**

When disassembling a laptop a technician should do which of the following?

- A. Remove the hard drive and backup all data before disassembly
- B. Carefully place all screws in one container so that they do not get lost
- C. Refer to the manufacturer's documentation
- D. Start from the top of the laptop, carefully disassembling each component

**Answer: C**

**QUESTION NO: 418**

A new firewall has been installed and now the client offsite is unable to RDP into the server. Which of the ports need to be open and forwarded to the server?

- A. 23
- B. 80
- C. 3389
- D. 8080

**Answer: C**

**QUESTION NO: 419**

A user would like 50GB of data transferred from their old computer to their new computer. Which of the following would be the BEST way to transfer their data?

- A. Flash drive
- B. DVDs
- C. Floppy disks
- D. USB hard drive adapter

**Answer: D**

**QUESTION NO: 420**

Which of the following should be used when removing or installing computer components?

- A. Thermal compound
- B. Anti-static mat
- C. Loopback plugs
- D. Multimeter

**Answer: B**

**QUESTION NO: 421**

Which of the following would BEST be used to test that a power supply is providing the correct power to a system?

- A. Oscilloscope
- B. Wire crimper
- C. Multimeter
- D. Loopback plug

**Answer: C**

**QUESTION NO: 422**

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

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

**Answer: D**

**QUESTION NO: 423**

Which of the following tools could be used to probe a faulty power supply? (Select TWO).

- A. Multimeter
- B. Punch down
- C. Loopback plug
- D. Power supply tester
- E. CAT5 cable tester

**Answer: A,D**

**QUESTION NO: 424**

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

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

**Answer: B**

**QUESTION NO: 425**

Which of the following tools is used to prevent ESD?

- A. Cable tester
- B. Wrist strap
- C. Multimeter
- D. Power supply tester

**Answer: B**

**QUESTION NO: 426**

A technician wants to verify that a PC power supply is converting the AC current it receives in to the correct DC current. Which of the following tools would BEST accomplish this?

- A. Multimeter
- B. Power attenuator
- C. Amperage meter
- D. Toner and probe

**Answer: A**

**QUESTION NO: 427**

An advertising firm often prints large amounts of graphics on their color laser printer. Many times the printer errors out and will not print the graphics; the printer will always print text documents. Which of the following is the BEST way to remedy this issue?

- A. Install more printer memory
- B. Print the graphics in grayscale
- C. Flash the NVRAM
- D. Update the firmware

**Answer: A**

**QUESTION NO: 428**

A technician on a Windows PC wants to ping continuously to another PC. Which of the following commands will facilitate this?

- A. ping -l
- B. pathping
- C. ping -t
- D. ping -c

**Answer: C**

**QUESTION NO: 429**



After replacing a processor in a PC, the system shuts down after a few seconds. Which of the following should be done to correct the issue?

- A. Apply fresh thermal compound
- B. Install a new cooling fan
- C. Reset the BIOS to default settings
- D. Install a slower processor

**Answer: A**

**QUESTION NO: 430**

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

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

**Answer: C**

**QUESTION NO: 431**

After installing a replacement floppy disk drive, the LED on the drive stays constantly lit and the drive does not work. Which of the following is the MOST likely cause of the problem?

- A. Floppy ribbon is reversed
- B. Floppy disk is in the drive
- C. Floppy ribbon is not connected
- D. This is normal after replacement

**Answer: A**

**QUESTION NO: 432**

A technician needs to add an Ethernet adapter to a laptop computer. In which of the following slot types would the new card MOST likely be installed?

- A. PCIe

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

**Answer: D**

**QUESTION NO: 433**

A laptop needs to have a wireless adapter installed. The laptop supports the installation of an internal wireless card in a mini PCI slot. After installing the card, Windows does not detect any wireless signals. Which of the following would MOST likely resolve the issue?

- A. Enable the mini PCI slot in the BIOS.
- B. Increase the power level of the card.
- C. Install an external antenna.
- D. Connect the internal antenna.

**Answer: D**

**QUESTION NO: 434**

A user is attempting to print a very large color graphic to a network color laser printer. After a few minutes the printer displays an error and does not print the graphic. Regular text documents print without issue. Which of the following is the MOST likely cause of the issue?

- A. Network connectivity issue
- B. Incompatible print driver
- C. Firmware needs to be updated
- D. Insufficient printer memory

**Answer: D**

**QUESTION NO: 435**

A laser printer is displaying an error message that the toner needs to be replaced. After replacing the toner, nothing prints. Which of the following will MOST likely resolve the issue?

- A. Calibrate the printer for the new toner
- B. Replace the fuser
- C. Reset the maintenance page count
- D. Remove the seal strip from the toner

**Answer: D**

**QUESTION NO: 436**

Which of the following switches in Windows can be used to ping a host until stopped?

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

**Answer: C**

**QUESTION NO: 437**

A technician installs a motherboard from a manufacturer that states it supports 4GB of RAM. After the installation, the computer only recognizes 2GB. Which of the following needs to be performed?

- A. Update firmware
- B. Update drivers
- C. Replace the CMOS battery
- D. Windows update

**Answer: A**

**QUESTION NO: 438**

A technician notices that the computer is only obtaining a 169.x.x.x IP address on the network even when the network card is set to obtain IP address automatically. Which of the following services is MOST likely malfunctioning?

- A. DHCP
- B. DNS
- C. NAT
- D. SNMP

**Answer: A**

**QUESTION NO: 439**

A user would like to manage a workstation from a different network. Which of the following would be used to enable this operation?

- A. Enable DHCP
- B. Enable firewall
- C. Enable port forwarding
- D. Enable MAC filtering

**Answer: C**

**QUESTION NO: 440**

Which of the following is the speed a 1600MHz FSB processor will operate at if the FSB of the motherboard is 3200MHz?

- A. 1333MHz
- B. 1600MHz
- C. 3200MHz
- D. 4800MHz

**Answer: B**

**QUESTION NO: 441**

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

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

**Answer: A**

**QUESTION NO: 442**

A user replaces a laptop's wireless PCMCIA card with a different vendor's card. All of the new card configuration steps have been followed. The OS sees all known wireless networks but cannot connect to the user's network. Which of the following is the MOST likely reason for this behavior?

- A. DMZ is enabled.

- B. MAC filtering is enabled.
- C. WEP is being used.
- D. SSID broadcast is disabled.

**Answer: B**

**QUESTION NO: 443**

An ACPI PC powers on and runs POST. Less than a minute later it powers off. Which of the following should be checked FIRST?

- A. Memory type and speed
- B. Hard drive jumpers
- C. HDD for bad sectors
- D. CPU fan operation

**Answer: D**

**QUESTION NO: 444**

A client is having a problem with crosstalk on their phone line; this is the same line that the DSL is on. Which of the following tools can a technician use to verify the problem?

- A. Multimeter
- B. Loopback plugs
- C. Cable tester
- D. Butt set

**Answer: D**

**QUESTION NO: 445**

When replacing a system board on a laptop, which of the following should be done FIRST to help ensure proper reassembly?

- A. Place all screws in a cup
- B. Document screw locations
- C. Place all parts in a bin
- D. Place LCD to the side to prevent damage

**Answer: B**

**QUESTION NO: 446**

When replacing system components on a laptop, if the technician is unsure of a part location, which of the following should the technician consult FIRST?

- A. Third party support center
- B. Manufacturer documentation
- C. Microsoft Knowledge Base
- D. Technical chat forum

**Answer: B**

**QUESTION NO: 447**

A technician has just deployed new laptops for a company to be used in conjunction with their existing wireless access points. None of the laptops can pick up the SSID for the access point. Which of the following is the MOST likely issue?

- A. WPA2 security was not turned on for the access point.
- B. The access point is 802.11g and the laptops are 802.11n.
- C. The laptops all have their physical wireless switches turned off.
- D. The access point is 802.11a and the laptops are 802.11g.

**Answer: D**

**QUESTION NO: 448**

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

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

**Answer: B**

**QUESTION NO: 449**

A technician is troubleshooting a PC that intermittently does not power on. Which of the following tools would be the BEST choice to use to verify a possible cause?

- A. Cable tester
- B. Ohm meter
- C. Field strength meter
- D. PSU tester

**Answer: D**

**QUESTION NO: 450**

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

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

**Answer: B**

**QUESTION NO: 451**

Which of the following could be tested with a set of loop back plugs? (Select TWO).

- A. PS\2 ports
- B. FireWire ports
- C. Serial ports
- D. SATA ports
- E. Parallel ports

**Answer: C,E**

**QUESTION NO: 452**

A technician is troubleshooting a monitor displaying a blank screen and the power indicator light is on.

Which of the following should the technician do next?

- A. Test the computer with a known-good monitor.
- B. Check if the monitor is still covered under the manufacturer's warranty.

- C. Replace the monitor's power cord with a known-good power cord.
- D. Swap out the computer's video card.

**Answer: A**

**QUESTION NO: 453**

A technician finds that a laptop's display only works properly when the LCD screen is positioned at certain angles. Which of the following should the technician check FIRST?

- A. LCD screen
- B. Display harness
- C. Video card
- D. Inverter

**Answer: B**

**QUESTION NO: 454**

A technician installs 1GB of RAM in the single SODIMM slot of a laptop. After the installation, Windows reports that only 960MB of RAM are available. Which of the following is the MOST likely cause?

- A. The laptop requires single sided memory.
- B. The laptop does not have the most current BIOS version installed.
- C. The laptop requires ECC RAM.
- D. The laptop has onboard video with shared memory.

**Answer: D**

**QUESTION NO: 455**

After visiting the Windows Update website on a Windows 2000 computer and installing all updates, a user reports that they are unable to select any resolution above 640X480 with sixteen colors. Which of the following procedures should the technician complete FIRST?

- A. Increase the amount of shared video memory in the BIOS settings.
- B. Reinstall device drivers for the video card from the manufacturer's website.



- C. Set Hardware Acceleration for the video card to full in the advanced area of Display Settings.
- D. Uninstall the Windows Service Pack that had been installed most recently.

**Answer: B**

**QUESTION NO: 456**

After opening up the lid of a laptop that is powered on, nothing is displayed on the LCD. Opening and closing the lid multiple times usually causes the display to regain the signal. Which of the following components should the technician check FIRST?

- A. Motherboard
- B. Video card
- C. Cutoff switch
- D. AC adapter

**Answer: C**

**QUESTION NO: 457**

A technician is installing an additional SATA hard drive on a system. After checking that the drive has power and is connected to the motherboard, the drive is not recognized by the PC. Which of the following should the technician do FIRST?

- A. Configure the SATA drive to master.
- B. Go into the BIOS and verify that the SATA port is enabled.
- C. Go into the BIOS and verify that all of the IDE connections are disabled.
- D. Configure the SATA drive to Slave.

**Answer: B**

**QUESTION NO: 458**

A technician is providing new PCs for an engineering team. The engineering team has requested the highest video performance possible for their new systems. Which of the following should the technician recommend for the new PCs for MAXIMUM video performance?

- A. Turn off the integrated video card on the motherboard and install a PCI video card with 512MB onboard.

- B. Turn off the integrated video card on the motherboard and install a PCI Express x16 video card with 512MB onboard.
- C. Turn off the integrated video card on the motherboard and install a PCI Express x1 video card with 512MB onboard.
- D. Turn on the video sharing for the system memory and use the integrated video card on the motherboard.

**Answer: B**

**QUESTION NO: 459**

A technician is troubleshooting a laptop with a powered USB hub. The USB hub has a keyboard, mouse, and a removable hard drive plugged into it. The devices are not being recognized by the operating system.

A USB wireless device is connected directly to the PC and working properly. Which of the following should the technician attempt FIRST?

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

**Answer: A**

**QUESTION NO: 460**

Which of the following would BEST allow a technician to find out where a problem is between two networked computers?

- A. IPCONFIG.EXE
- B. TRACERT.EXE
- C. MSCONFIG.EXE
- D. NSLOOKUP.EXE

**Answer: B**

**QUESTION NO: 461**

Which of the following default ports must be opened to allow a technician to telnet into a machine?

- A. 21
- B. 23
- C. 24
- D. 25

**Answer: B**

**QUESTION NO: 462**

If the BIOS does not recognize a new hard drive after installation, which of the following is MOST likely the cause?

- A. A partition was not created on the drive.
- B. The BIOS chip was corrupted.
- C. The jumper configuration on the drive was incorrect.
- D. The drive was not formatted correctly.

**Answer: C**

**QUESTION NO: 463**

A technician has just completed a CPU upgrade on a motherboard. Which of the following will MOST likely cause the PC not to boot?

- A. The technician used generic thermal paste.
- B. The processor had pins broken during installation.
- C. The memory is incompatible with the new CPU.
- D. An incorrect fan size was installed on the heatsink.

**Answer: B**

**QUESTION NO: 464**

A customer has installed a game, added memory, installed a printer, and uninstalled their accounting software. The workstation boot process stops after POST. Which of the following is the MOST likely cause of the random restarts?

- A. The new system memory is defective.
- B. The accounting application needs to be reinstalled.

- C. The new printer uses up too much system memory.
- D. The game is causing resource conflicts within Windows.

**Answer: A**

**QUESTION NO: 465**

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

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

**Answer: B**

**QUESTION NO: 466**

A legacy AGP 2X video card is upgraded to an AGP 8X card. The PC is powered on and nothing happens.

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

- A. The AGP 8X video card does not have proper jumper settings.
- B. The PC BIOS must use a larger AGP window setting.
- C. The AGP version is not supported by the PC BIOS.
- D. The AGP card requires the video memory shading enabled.

**Answer: C**

**QUESTION NO: 467**

A client purchased a new internal hard drive to act as a second drive on a legacy machine. When the client attempts to install the drive, the cable connector on the new drive is not compatible with the available IDE cables. It is determined that the client has purchased a SATA hard drive. Which of the following would the technician recommend as the BEST solution to this situation?

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

**Answer: C**

**QUESTION NO: 468**

Which of the following steps can a technician take to determine if a system board is faulty?

- A. Remove the CPU.
- B. Remove the BIOS chipset.
- C. Take hardware down to the bare minimum.
- D. Check the BIOS to see if video shadowing is enabled.

**Answer: C**

**QUESTION NO: 469**

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

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

**Answer: C**

**QUESTION NO: 470**

Which of the following is the default system directory for Windows 2000?

- A. C:\WINDOWS
- B. C:\WINNT
- C. C:\
- D. C:\SYSTEM

**Answer: B**

**QUESTION NO: 471**

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

manufacturer's specifications?

- A. PC1600
- B. PC2100
- C. PC2700
- D. PC3200

**Answer: D**

**QUESTION NO: 472**

A customer is experiencing problems downloading a file from the Internet. The customer is still successfully receiving emails and has Internet access. Other users are successfully receiving the file with no issues. Which of the following is the MOST likely cause for the customer's file problems?

- A. The third party firewall software is disabling access.
- B. The user's file system is corrupted, and a disk scan should be performed.
- C. A copy of the file already exists on the local machine.
- D. The server is blocking access to the file.

**Answer: A**

**QUESTION NO: 473**

A technician is installing a memory upgrade for a remote user. The technician notes that the machine is not reporting the correct amount of memory that was installed during the POST step. Which of the following actions should the technician perform FIRST?

- A. Replace the newly installed memory modules with another known-working unit.
- B. Remove and reseat the memory, and recheck the memory reported.
- C. Leave the configuration intact, and check cabling to ensure nothing was loose during the installation.
- D. Perform a BIOS upgrade on the machine.

**Answer: B**

**QUESTION NO: 474**

A user reports that they are unable to open any audio files. Yesterday, the user uninstalled third party music software. Which of the following is the MOST likely the cause of the user's error?

- A. The file associations were not returned after the software was uninstalled.
- B. The user is not opening the files correctly.
- C. The uninstalled software has corrupted all the audio files on the computer.
- D. The sound card is not properly configured.

**Answer: A**

**QUESTION NO: 475**

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

- A. Check the Device Manager for any alerts or question marks over USB related devices.
- B. Check the USB rear panel header pinouts, and ensure that the ports are wired per the manufacturer's instructions.
- C. Ensure that the devices being plugged in are not drawing too much power from the USB ports.
- D. Test the voltage output of each USB port with a multimeter and compare front and rear USB ports.

**Answer: A**

**QUESTION NO: 476**

A technician has installed a secondary hard drive for a computer. However, the hard drive is not appearing under My Computer. The disk is receiving power, and appeared on the POST when Windows started. Which of the following Windows utilities would help configure the new hard disk?

- A. Disk Management
- B. Services and Applications
- C. Removable Storage
- D. Device Manager

**Answer: A**

**QUESTION NO: 477**

A technician is performing a memory upgrade by installing an additional 1GB stick of DDR RAM into a

system. When the installation is complete, the computer shows 2GB of RAM at POST; however, it now

indicates a lower speed setting for the memory. Which of the following is the MOST likely cause?

- A. The newly installed RAM has a lower clock speed than the existing RAM.
- B. The CPU is not configured to work with the additional RAM.
- C. The system is incompatible with the new RAM.
- D. The new RAM is of lower quality, and not dependable at higher speeds.

**Answer: A**

**QUESTION NO: 478**

In which of the following locations will a technician start and stop the print spooler?

- A. Click Start, select run and type Services.msc
- B. Click Start, select run and type gpedit.msc
- C. Click Start, select run and type regedit
- D. Click Start, Settings, Printers and Faxes

**Answer: A**

**QUESTION NO: 479**

While booting a Windows XP computer, it takes approximately ten minutes to boot the operating system

and the HDD activity LED is continuously illuminated. Which of the following is the MOST likely cause?

- A. The HDD needs more cache memory.
- B. The HDD IDE cable is not fully attached.
- C. The HDD is near maximum capacity.
- D. The HDD activity LED is defective.

**Answer: C**

**QUESTION NO: 480**

A technician installed a new video card on a motherboard which has onboard video. When the monitor was plugged into the new card and the power was turned on, a no signal message appeared on the monitor.

Which of the following is MOST likely the issue?



- A. In the BIOS, the onboard video adapter must be disabled.
- B. The video resolution is set too high.
- C. The LCD panel is defective.
- D. The drivers for the new video card must be installed before installing the card.

**Answer: A**

**QUESTION NO: 481**

A customer purchased a new PC with Windows XP but wants to run a program designed for Windows 98.

Which of the following will allow this program to run under Windows XP?

- A. Change the file permissions for the executable file.
- B. Use the convert utility to change the attributes of the executable file.
- C. Make sure that Windows XP has FAT32 file system.
- D. Run the executable file under compatibility mode.

**Answer: D**

**QUESTION NO: 482**

Which of the following tools can check multiple computers' power supplies the QUICKEST?

- A. A line monitor
- B. UPS monitor software
- C. PSU tester
- D. Multimeter

**Answer: C**

**QUESTION NO: 483**

A customer's laptop CPU constantly changes speed when not in use. The customer wants 100% CPU performance at all times. Which of the following is recommended in this situation?

- A. Install updated drivers for the CPU.
- B. Replace the CPU.
- C. Reinstall the operating system.
- D. Disable SpeedStep in the BIOS.

**Answer: D**

**QUESTION NO: 484**

After installing a motherboard on a PC, the power light is not on. Which of the following should fix this problem?

- A. Reverse the polarity of the HDD LED.
- B. Reverse the polarity of the power switch.
- C. Replace the power supply.
- D. Reverse the polarity of the power LED.

**Answer: D**

**QUESTION NO: 485**

After applying a new layer of thermal grease on a passive cooling system installed on the CPU, the BIOS still shows the CPU operates above the expected temperature range. Which of the following should address this problem?

- A. Update the BIOS firmware.
- B. Install an active cooling system on the CPU.
- C. Increase the voltage to the cooling system.
- D. Replace the chipset cooling system.

**Answer: B**

**QUESTION NO: 486**

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

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

**Answer: B**

**QUESTION NO: 487**

A laptop's LCD stays very dark even when brightness is adjusted. Which of the following MOST likely describes this problem?

- A. The LCD screen has bad transistors.
- B. The backlight is not functioning properly.
- C. The BIOS settings prevent the adjustment of brightness.
- D. There is not enough DC power supplied to the screen.

**Answer: B**

**QUESTION NO: 488**

Which of the following options would limit a printer's availability?

- A. Establish times of printer availability under printing preferences under the printer's properties.
- B. There is no option to change printer availability under Windows XP.
- C. Remove the printer driver from the local machine.
- D. Establish times of printer availability under advanced tab under the printer's properties.

**Answer: D**

**QUESTION NO: 489**

A USB attached storage device randomly powers down while the computer is running. This is causing file errors on the USB drive. Which of the following is the MOST likely cause for this occurrence?

- A. The file system on the drive is faulty.
- B. The USB hub is malfunctioning.
- C. The incorrect drivers are installed for the USB device.
- D. The USB cable is receiving electronic interference.

**Answer: B**

**QUESTION NO: 490**

A technician has a power supply that has a P8 and P9 power connector. Which of the following motherboards should the technician install?

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

**Answer: C**

**QUESTION NO: 491**

Which of the following motherboards uses a riser card?

- A. AT
- B. Baby AT
- C. NLX
- D. BTX

**Answer: C**

**QUESTION NO: 492**

A technician receives a work order for a NIC that is not working. Which of the following would the technician do as part of the troubleshooting process?

- A. Ensure DIP switches are configured correctly.
- B. Check proper seating.
- C. Run a CHKDSK.
- D. Run a Disk Defragmenter.

**Answer: B**

**QUESTION NO: 493**

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

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

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

**Answer: A**

**QUESTION NO: 494**

A technician receives a computer for repair that has a faulty AGP 4x video card. Checking the repair stock, the technician finds that there are no AGP 4x cards available to be a replacement. The motherboard also has an open PCI slot. Which of the following replacement video cards would give the BEST performance?

- A. AGP Pro video card
- B. PCIe video card
- C. AGP 2x video card
- D. AGP 8x video card

**Answer: D**

**QUESTION NO: 495**

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

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

**Answer: B**

**QUESTION NO: 496**

After opening a malfunctioning PC the technician notices that only one memory slot is occupied. The technician removes the memory module and identifies it as RDRAM. Which of the following is MOST likely the problem?

- A. The memory is too fast for the processor.
- B. The memory module is bad.
- C. The motherboard was not set to the proper clock speed.
- D. The system needs two matched memory modules.

**Answer: D**

**QUESTION NO: 497**

A technician receives an error message 'inaccessible boot device' on their monitor. Which of the following components is causing the issue?

- A. Hard disk drive failure
- B. NTLDR file is missing
- C. BIOS is corrupted
- D. System board failure

**Answer: A**

**QUESTION NO: 498**

Which of the following is the correct syntax to format drive X: using the command prompt?

- A. format x:/
- B. format x:
- C. format x
- D. format /x:

**Answer: B**

**QUESTION NO: 499**

A technician has just installed a new power supply into a desktop computer and now the computer will not turn on. Which of the following is the MOST likely cause?

- A. The voltage selector switch on the power supply is set incorrectly.
- B. The 3.3v power line is connected to the wrong input on the motherboard.
- C. The new power supply voltage rating is too high.
- D. The 12v power cord is installed incorrectly.

**Answer: A**

**QUESTION NO: 500**

A technician is removing and replacing a 2.5" drive in a laptop. As the technician tries to install the new drive the technician observes that the drive's pins do not line up properly with the computer input. Which of the following is the problem?

- A. The computer uses a UDMA drive and the replacement drive is a PIO4 drive.
- B. The adapter sleeve needs to be installed on the replacement drive.
- C. The replacement hard drive has the wrong rotational speed.
- D. The computer uses a PIO4 drive and the replacement drive is UDMA drive.

**Answer: B**

**QUESTION NO: 501**

A laptop ticket description reads, "When the computer was turned on a no operating system message appeared. There were no warning signs or malfunctions before the failure". The technician confirms the issue. Which of the following should be done FIRST?

- A. Reseat the hard drive.
- B. Reseat the memory.
- C. Perform a memory test.
- D. Reinstall the operating system.

**Answer: A**

**QUESTION NO: 502**

A technician is troubleshooting a PC with a 'no video output' error. Which of the following will BEST diagnose the problem?

- A. Oscilloscope
- B. Loopback connectors
- C. USB drive with PC diagnostic software
- D. POST card

**Answer: D**

**QUESTION NO: 503**

A PC is powered on and begins POST. The PC takes a long time when scanning for drives. The BIOS reports no hard drive can be found but the CD-ROM is identified. The technician knows that there are two hard drives on the primary EIDE controller and a CD-ROM on the secondary EIDE controller. Which of the following is the MOST likely cause of the problem?

- A. Both hard drives have the master jumper in place.
- B. One hard drive is set as master and the other slave.
- C. The hard drive data cable is reversed.
- D. Both hard drives have the cable select jumper in place.

**Answer: A**

**QUESTION NO: 504**

A laser printer displays 'perform user maintenance'. The manufacturer's information was not available when the user performed the maintenance, and the laser printer continues to display the maintenance code. Which of the following items needs to be performed?

- A. The printer needs to be sent to the manufacturer for maintenance.
- B. The printer's firmware needs to be updated.
- C. A printer system reset must be performed.
- D. The maintenance page counter must be reset.

**Answer: D**

**QUESTION NO: 505**

A printer will not print from tray two. Which of the following steps will resolve the problem?

- A. Power on tray two.
- B. Swap the trays in the printer.
- C. Configure the options and default settings.
- D. Calibrate the printer.

**Answer: C**



**QUESTION NO: 506**

A laptop is received from a client who explains that a friend has the same unit and wireless card, the friend is able to use WPA2 encryption with their home router. The client would like to be able to use WPA2; however, the client claims the wireless card on the laptop does not have an option for WPA2. Which of the following should be done to resolve the issue?

- A. The client's wireless card can handle WPA2, but needs a driver update. Install the latest driver and test for functionality.
- B. The WPA2 BIOS option is not properly set on the laptop. Properly set the BIOS and test for functionality.
- C. The client's wireless card can handle WPA2, but needs to have the latest BIOS installed. Download the newest BIOS, install, and test for functionality.
- D. The client's laptop cannot handle WPA2 without special software that needs to be downloaded. Download software, install, and test for functionality.

**Answer: A**

**QUESTION NO: 507**

A user reports that a new printer is generating multiple pages of symbols and unusual characters, when attempting to print a document from a word processing application. Which of the following is the MOST likely cause?

- A. An incorrect print driver has been installed.
- B. The print spooler service is no longer running.
- C. An error has occurred on the print server.
- D. The network cable is defective.

**Answer: A**

**QUESTION NO: 508**

Which of the following is the BEST way to proceed after adding more memory to a laptop?

- A. Boot up the machine and confirm the new memory size under the Windows Device Manager.
- B. Boot up the machine and set the memory jumpers on the motherboard to the new memory size.
- C. Boot up the machine and confirm the change during POST.

D. Boot up the machine and set the new memory size in the system BIOS.

**Answer: C**

**QUESTION NO: 509**

A technician has lost a necessary jumper for a new hard drive that must be installed immediately. Which of the following is the BEST solution?

- A. Use a jumper from the motherboard where the new drive is going to be installed.
- B. Use a jumper from a hard drive that is no longer functioning.
- C. Contact the manufacturer of the new hard drive and have a replacement jumper shipped immediately.
- D. The new hard drive must be replaced.

**Answer: B**

**QUESTION NO: 510**

A user reports that a PC consistently shuts down after hours of usage. Once the PC was shipped to the repair depot it ran successfully for five days without experiencing any problems. Which of the following BEST explains the cause of the problem?

- A. The system was improperly ventilated at the user's site.
- B. Power Management is not configured correctly in the user's computer.
- C. The user has a defective power supply.
- D. The system needs a new CPU fan.

**Answer: A**

**QUESTION NO: 511**

Which of the following would allow a technician to add IEEE 1394 to a system with the LEAST possible cost?

- A. Replace the existing motherboard with an IEEE 1394 compliant motherboard.
- B. Install a firmware update to add IEEE 1394 to the system.
- C. Install an IEEE 1394 expansion card in the PCI slot.
- D. Replace the existing system case with a system case that includes IEEE 1394 compliant connections.

**Answer: C**

**QUESTION NO: 512**

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

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

**Answer: B**

**QUESTION NO: 513**

Which of the following is the BEST action for a technician to take after moving a PC from one corporate location to another?

- A. Change the NETBIOS name.
- B. Install the IPX/SPX protocol.
- C. Reseat all expansion cards.
- D. Replace all network cards.

**Answer: C**

**QUESTION NO: 514**

A computer is reporting that the internal system temperature on a Socket A based system is too high. The BIOS shows that the 60mm CPU fan is spinning between 100 and 150 RPM. Which of the following should the technician do to decrease the temperature?

- A. Enable thermal monitoring.
- B. Replace the CPU fan.
- C. Swap out the fan duct.
- D. Add thermal grease to the CPU fan.

**Answer: B**

**QUESTION NO: 515**

After reassembling a computer, the power LED on the front of the case no longer turns on when the power button is pressed. The rest of the computer seems to be functioning normally. Which of the following should the technician do FIRST?

- A. Replace the power LED.
- B. Verify all power plugs and connections.
- C. Test the power supply.
- D. Verify the power LED pinout.

**Answer: D**

**QUESTION NO: 516**

A user reports that their computer will not boot when there is a floppy disk in the floppy disk drive. Which of the following procedures would resolve the issue?

- A. Enable the FDD controller.
- B. Change the floppy to secondary master.
- C. Change the boot order in the BIOS.
- D. Change the jumper settings on the floppy drive.

**Answer: C**

**QUESTION NO: 517**

A technician has upgraded a Windows 2000 machine to Windows XP and plans on installing an internal modem. Which of the following slot types could the technician use?

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

**Answer: D**

**QUESTION NO: 518**

A user is unable to print to the network printer. A print job appears in their print queue and cannot be deleted. The user has the correct permissions to modify and delete print jobs. All other users are able to print to the network printer. Which of the following procedures should the technician try FIRST?

- A. Cycle the power on the network printer.
- B. Verify the network cable is connected to the printer.
- C. Reinstall the printer driver.
- D. Restart the print spooler service.

**Answer: D**

**QUESTION NO: 519**

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

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

**Answer: B**

**QUESTION NO: 520**

Which of the following can cause a ribbon on an impact printer to tear?

- A. The fuser
- B. The toner cartridge
- C. The platen
- D. The printhead

**Answer: D**

**QUESTION NO: 521**

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

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

**Answer: C**

**QUESTION NO: 522**

After a user has installed a USB scanner, nothing on the USB hub works. Which of the following is the MOST likely cause of the problem?

- A. The hub needs to be powered.
- B. The scanner driver has become corrupt.
- C. The USB driver database has become corrupt.
- D. The USB port on PC is faulty.

**Answer: A**

**QUESTION NO: 523**

A technician upgrades the memory in a laptop. The latest BIOS version, memory type and amount have been confirmed to be correct. The technician powers the laptop on and the new memory is not recognized by the BIOS. Which of the following is the cause of this problem?

- A. The memory was not seated correctly.
- B. The CMOS battery needs to be replaced on the system board.
- C. Windows Update was not performed correctly.
- D. The laptop BIOS was not cleared.

**Answer: A**

**QUESTION NO: 524**

Which of the following is the correct path a technician can follow to adjust the virtual memory?

- A. Control Panel > System > Hardware > Hardware Profiles > Performance Settings > Change
- B. Control Panel > System > Performance Settings > Advanced > Change
- C. Control Panel > System > Advanced > Performance Settings > Advanced > Change
- D. Control Panel > System > Advanced > User Profile Settings > Performance Settings > Change

**Answer: C**

**QUESTION NO: 525**

Which of the following paths can a technician follow to find Disk Defragmenter in Windows XP Professional?

- A. Start > Programs > Accessories > Accessibility
- B. Start > Programs > Accessories > System Tools
- C. Start > Settings > Control Panel > System
- D. Start > Settings > Control Panel > Administrative Tools

**Answer: B**

**QUESTION NO: 526**

Which of the following is the correct path a technician could follow to find the Services Snap-in console inside of Windows?

- A. Start > Settings > Control Panel > Administrative Tools
- B. Start > Settings > Control Panel > Add or Remove Programs
- C. Start > Settings > Control Panel > System
- D. Start > Settings > Control Panel > Scheduled Tasks

**Answer: A**

**QUESTION NO: 527**

Which of the following paths can a technician follow to clear the Temporary Internet Files in Windows XP Professional?

- A. Start > Settings > Control Panel > Internet Options > Programs > Reset Web Settings
- B. Start > Settings > Control Panel > Internet Options > Advanced > Restore Defaults
- C. Start > Settings > Control Panel > Internet Options > Delete Files
- D. Start > Settings > Control Panel > Internet Options > Privacy

**Answer: C**

**QUESTION NO: 528**

A customer reports that their no longer able to use P2P software after updating the firmware on their router. Which of the following should the technician have the customer perform?

- A. Reset the router.

- B. Purchase a different router.
- C. Uninstall and reinstall the P2P software.
- D. Open the appropriate port on the router.

**Answer: D**

**QUESTION NO: 529**

After checking a printer's documentation, the technician finds that the COM1 port on a computer needs to be adjusted to 8-bits. Which of the following commands will make the change?

- A. ECHO
- B. MOVE
- C. PRINT
- D. MODE

**Answer: D**

**QUESTION NO: 530**

Which of the following is the BEST procedure to perform if random keys are intermittently not functioning on a laptop's keyboard?

- A. Adjust the typematic rate.
- B. Remove the non-functioning keys and clean with contact cleaner.
- C. Replace the keyboard.
- D. Replace non-functioning keys with known-good keys.

**Answer: C**

**QUESTION NO: 531**

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

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

**Answer: A**



**QUESTION NO: 532**

A burning smell is coming from a PC. Which of the following steps should a technician take to determine the point of failure?

- A. Plug the machine back in and monitor carefully.
- B. Remove all peripheral hardware from the machine and replace one at a time.
- C. Replace the CPU and the memory modules.
- D. Visually inspect the machine for damaged hardware.

**Answer: D**

**QUESTION NO: 533**

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

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

**Answer: D**

**QUESTION NO: 534**

After visiting the Windows Update website, it states that 'the following updates were not installed'. Which of the following would allow the technician to troubleshoot the problem?

- A. Manually download and attempt to install each update that failed.
- B. Run Microsoft Baseline Security Analyzer.
- C. Run Windows Update on a third-party web browser.
- D. Run Windows Update in Safe Mode with Networking.

**Answer: A**

**QUESTION NO: 535**

A technician is repairing a laptop that has a problem with its monitor. The technician hooks up an external monitor to the laptop and the display works fine. The technician notices that when the laptop is turned on there is a faint dim light that can be seen on the internal monitor. Which of the following should be replaced to correct this problem?

- A. Backlight
- B. Screen
- C. Wiring harness
- D. Video card

**Answer: A**

**QUESTION NO: 536**

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

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

**Answer: A**

**QUESTION NO: 537**

Which of the following speeds will a PC3200 memory module operate at if the bus speed is 400MHz?

- A. 400MHz
- B. 800MHz
- C. 1600MHz
- D. 3200MHz

**Answer: A**

**QUESTION NO: 538**

A technician tests the voltage input on the HDD to be 9V. Which of the following should the technician conclude?

- A. HDD is spinning too fast.
- B. HDD is spinning too slowly.
- C. HDD needs to be replaced.
- D. HDD is not compatible.

**Answer: B**

**QUESTION NO: 539**

A technician is testing a power supply for correct output voltages at the expansion bus. Which of the following voltages are representative of a correctly working power supply? (Select TWO).

- A. 3.3V
- B. 5V
- C. 7.5V
- D. 9V
- E. 12V

**Answer: A,B**

**QUESTION NO: 540**

When installing a new processor the front side bus speed is set:

- A. in the BIOS.
- B. by right clicking 'My Computer'.
- C. by reinstalling the operating system.
- D. in the advanced tab of the device driver.

**Answer: A**

**QUESTION NO: 541**

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

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

**Answer: A,E**

**QUESTION NO: 542**

A user receives an error during POST that reads 'System fan not detected.' Which of the following is the MOST likely cause?

- A. The fan is the wrong size for the CPU.
- B. The fan and heatsink need to be cleaned.
- C. The fan has been removed from the system.
- D. The fan is obstructed or has failed.

**Answer: C**

**QUESTION NO: 543**

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

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

**Answer: A**

**QUESTION NO: 544**

A user states that their web browser was recently updated and continuously crashes. Which of the following could the technician use to gather more information about the issue?

- A. NTBACKUP log
- B. Advanced tab in the System applet in Control Panel
- C. Event Log
- D. Internet Options applet in Control Panel

**Answer: C**

**QUESTION NO: 545**

A client's computer has bluescreened twice in the same day. Which of the following locations could be accessed to find the stop code?

- A. Performance monitor

- B. Task Manager
- C. Event Viewer - Application Log
- D. Event Viewer - System Log

**Answer: D**

**QUESTION NO: 546**

A user says that the laptop screen has gone blank even though the computer is on. Which of the following is the EASIEST way to eliminate the laptop screen as a possible cause?

- A. Twist the screen to check for a loose connection.
- B. Replace the laptop screen with a known good laptop screen.
- C. Connect an external monitor to see if it displays.
- D. Replace the system board.

**Answer: C**

**QUESTION NO: 547**

A user states that they have purchased memory to upgrade their laptop. The user wants a technician to install this memory. Which of the following steps are needed to install the upgraded memory?

- A. Verify new memory is compatible with laptop model>power down system>access memory module>remove old memory>install new memory>replace memory module>reboot system>put on antistatic strap>verify system recognizes new memory size.
- B. Check new memory to insure they are new>power system down>open memory module door>remove old memory modules>install new memory modules>close memory module door>power system up.
- C. Verify new memory is compatible with laptop model>power down system>access memory module>put on antistatic strap>remove old memory>install new memory>replace memory module>reboot system>verify system recognizes new memory size.
- D. Verify new memory is compatible with laptop model> put on antistatic strap>put system into standby mode>access memory module>remove old memory>install new memory>replace memory module>reboot system>verify system recognizes new memory size.

**Answer: C**

**QUESTION NO: 548**

When a technician moves a dynamic hard disk from one computer to another, the disk type displayed in Disk Management will be:

- A. dynamic.
- B. healthy.
- C. basic.
- D. foreign

**Answer: D**

**QUESTION NO: 549**

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

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

**Answer: C**

**QUESTION NO: 550**

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

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

**Answer: D**

**QUESTION NO: 551**

A user states that their laptop shuts down when they use the laptop in on their lap but it does not shut down when they use it on the desk. The problem continues when the technician uses compressed air to clear dust from the heatsink. Which of the following explains the issue?

- A. The hard drive is being over-clocked and is causing the system to over heat.
- B. The fans are not spinning at full speed.
- C. The heatsink is made of copper which has low thermal properties.
- D. The user is blocking the intake for the system fan.

**Answer: D**

**QUESTION NO: 552**

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

- A. CR2025
- B. CR2032
- C. 9V
- D. AAA

**Answer: B**

**QUESTION NO: 553**

The fan on a power supply has stopped spinning completely due to dust collection. Which of the following is the BEST way for a technician to correct this issue?

- A. Open the power supply and replace the fan.
- B. Supplement with additional case fans.
- C. Use a screwdriver to move the fan blades.
- D. Remove and replace the power supply.

**Answer: D**

**QUESTION NO: 554**

After installing a second IDE hard drive on the same IDE cable as the primary hard drive, neither drive is recognized by the system. Which of the following is the MOST likely reason for this to occur?

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

**Answer: B**

**QUESTION NO: 555**

A technician needs to get into the BIOS of a PC, but finds a password is required to enter the BIOS. The password was never given to the technician. Which of the following methods, by default, in MOST PCs will remove the BIOS password?

- A. Remove the hard drive.
- B. Unplug the PC for the power source for 5 minutes.
- C. Perform a BIOS firmware update.
- D. Remove the CMOS battery.

**Answer: D**

**QUESTION NO: 556**

Which of the following commands will display the network address of the local machine from which it is run?

- A. verify
- B. nslookup
- C. ipconfig
- D. net use

**Answer: C**

**QUESTION NO: 557**

Which of the following commands can be used to change a file from read-only to a writable state?

- A. label
- B. edit
- C. set
- D. attrib

**Answer: D**

**QUESTION NO: 558**



A user reports they get the following message when connecting a USB drive to their system: 'This device can perform faster'. Which of the following should they do?

- A. Re-format the drive. The current file system on the device is incompatible with this operating system.
- B. Move critical data from this device. This device is fragmented and will probably fail soon.
- C. Continue to use the drive. This is an indicator a USB 2.0 device was plugged into a USB 1.1 interface.
- D. Run a scan on this device. This message indicates the device is infected with malware.

**Answer: C**

**QUESTION NO: 559**

A user states that when the computer is turned off for a few days then turned back on, the clock is not set properly. Which of the following is the MOST likely cause?

- A. RAM failure
- B. Motherboard failure
- C. CMOS battery failure
- D. Hard drive failure

**Answer: C**

**QUESTION NO: 560**

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

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

**Answer: A**

**QUESTION NO: 561**

A customer states their laptop is running low on batteries, but when they plug it into the wall outlet, it still

operates on battery power. They have tried using a different power cord, but the results are the

same.

Which of the following will BEST resolve the issue?

- A. Replace the motherboard.
- B. Provide the customer with another battery.
- C. Replace the power cord with a new cord.
- D. Test the wall outlet for power.

**Answer: A**

**QUESTION NO: 562**

A technician builds a new computer and loads the latest operating system on the machine. After the operating system is installed, the technician checks the device manager and ensures all hardware devices are working properly. After playing a sound file, no sound is produced. Which of the following will MOST likely ensure there is sound?

- A. Install the codec for the sound file that is trying to be accessed.
- B. Verify the correct speaker settings in the Sound Property window.
- C. Check to see if there is a second sound driver and install it.
- D. Reinstall the same sound driver from another source.

**Answer: C**

**QUESTION NO: 563**

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

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

**Answer: A**

**QUESTION NO: 564**

A user reports that they cannot access the Internet, but can access computers on the local network. Which of the following commands is BEST to use to isolate the problem?

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

**Answer: B**

**QUESTION NO: 565**

When powering on a computer, a screen appears alerting that the date and time is not set. Which of the following is MOST likely the result?

- A. Bad CMOS battery
- B. Bad laptop battery
- C. Bad power supply
- D. Bad power cord

**Answer: A**

**QUESTION NO: 566**

A technician is installing CAT5e plenum cable to add another computer station on the other side of the building for a small office. Which of the following would the technician FIRST have to consider?

- A. Distance of the cable being run
- B. Color of the cable being run
- C. Transmission speed of the cable being run
- D. Which switch port the cable will plug into

**Answer: A**

**QUESTION NO: 567**

Which of the following is the correct switch to display command line utility help options?

- A. ?/
- B. ??
- C. /?
- D. ?

**Answer: C**

**QUESTION NO: 568**

A technician has installed Windows Vista Ultimate and is setting up the Media Center. When the technician goes to watch TV, Media Center displays an error of no TV tuner installed. The TV tuner is installed with the correct drivers. Which of the following is the solution to the problem?

- A. TV tuner codec was not installed.
- B. Not enough RAM to support the TV tuner.
- C. Motherboard is faulty.
- D. Video card drivers are not installed.

**Answer: A**

**QUESTION NO: 569**

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

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

**Answer: B**

**QUESTION NO: 570**

A customer explains they cannot use headphones through the audio ports on the front side of the computer. Upon a visual inspection, the cable leading from the front audio panel to the motherboard is

properly connected and the device manager does not show any issues. Which of the following would need to be done to enable to front panel audio ports?

- A. Update the sound card drivers for the front panel to function.
- B. Insert the motherboard support CD and install the drivers for the front panel audio ports.
- C. Download the latest firmware, update and apply it, then reboot the computer for the change to take effect.

D. Change the BIOS settings or the jumpers.

**Answer: D**

**QUESTION NO: 571**

A technician replaced a floppy drive and now the front indicator light is consistently illuminated. Which of the following is the cause for this?

- A. It is a feature of new floppy drives.
- B. The data cable was put on backwards.
- C. A disk is being read by the floppy drive.
- D. The new floppy drive is defective.

**Answer: B**

**QUESTION NO: 572**

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

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

**Answer: B**

**QUESTION NO: 573**

A technician is replacing an internal hard drive in a laptop. Which of the following hard drive types is the technician MOST likely using?

- A. 3.5" SATA HDD
- B. 2.5" SATA HDD
- C. 3.5" USB HDD
- D. 2.5" USB HDD

**Answer: B**

**QUESTION NO: 574**

A technician has ordered a replacement motherboard. The existing motherboard processor did not fit in the replacement motherboard. Which of the following did the technician fail to confirm when ordering the replacement motherboard?

- A. Jumper settings
- B. Expansion slots
- C. Socket type
- D. I/O ports

**Answer: C**

**QUESTION NO: 575**

A client would like to increase their wireless coverage throughout the building. Which of the following is the BEST device to install?

- A. Wireless AP
- B. Wired bridge
- C. Wireless card
- D. Wired router

**Answer: A**

**QUESTION NO: 576**

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

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

**Answer: A**

**QUESTION NO: 577**

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

technician configure?

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

**Answer: D**

**QUESTION NO: 578**

A computer that has dynamic IP addressing is not receiving an IP address. Which of the following is MOST likely the problem?

- A. SNMP
- B. DHCP
- C. DNS
- D. NAT

**Answer: B**

**QUESTION NO: 579**

A client is having trouble connecting to the Internet. The client is using a static IP address and is able to connect to other devices on the network via IP address only. Which of the following is MOST likely the problem?

- A. IMAP
- B. DHCP
- C. DNS
- D. NAT

**Answer: C**

**QUESTION NO: 580**

Before installing a second hard drive in a PC, which of the following should a technician consider?

- A. Power supply wattage
- B. Advanced BIOS settings
- C. Parallel ports

D. Socket types

**Answer: A**

**QUESTION NO: 581**

A computer briefly turns on, and then turns off. The computer does not stay on long enough for a user to get into the BIOS. Which of the following tools should a technician use FIRST to help determine the problem?

- A. Cable tester
- B. Power supply tester
- C. Loopback plug
- D. Boot disk

**Answer: B**

**QUESTION NO: 582**

The Device Manager in Windows XP shows that an incompatible device driver is installed. Which of the following BEST describes the icon that is displaying next to that device?

- A. Yellow question mark next to device
- B. Black checkmark next to device
- C. Yellow exclamation point next to device
- D. Red X next to the device

**Answer: C**

**QUESTION NO: 583**

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

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

**Answer: C**



**QUESTION NO: 584**

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

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

**Answer: B**

**QUESTION NO: 585**

A technician has received a computer that has onboard video. The VGA connector on the motherboard is broken. Which of the following should the technician try FIRST?

- A. Install a video card
- B. Backup hard drive files
- C. Replace the motherboard
- D. Replace the VGA connector

**Answer: A**

**QUESTION NO: 586**

Which of the following files is permanently excluded from being defragmented?

- A. Temp files
- B. Program files
- C. Paging files
- D. My Documents

**Answer: C**

**QUESTION NO: 587**

Which of the following needs to be done before a hard drive can be formatted?

- A. Labeled
- B. Rebooted
- C. Initialized

D. Defragmented

**Answer: C**

**QUESTION NO: 588**

Which of the following commands would be used to initialize a service without rebooting?

- A. nslookup
- B. ipconfig /renew
- C. msconfig
- D. net start

**Answer: D**

**QUESTION NO: 589**

Which of the following networks has gigabit speeds?

- A. 10BaseT
- B. 100BaseT
- C. 1000BaseT
- D. 10Base5

**Answer: C**

**QUESTION NO: 590**

A customer wants to eventually upgrade the home network from 100Mbps to 1Gbps, with a hardware upgrade. Which of the following cable types should the technician install to allow the customer to upgrade speeds at a later date?

- A. Category 1
- B. Category 3
- C. Category 5
- D. Category 5e

**Answer: D**

**QUESTION NO: 591**

Which of the following will disguise internal private IP addresses and ports by assigning external public IP addresses and ports to all packets leaving the network?

- A. MAC
- B. NAT
- C. IPv6
- D. NIC

**Answer: B**

**QUESTION NO: 592**

A technician just finished correctly installing a new power supply into a workstation and cannot get the unit

to power on. Which of the following would be the FIRST step for the technician to take?

- A. Verify that the PC is connected to the new power supply and a UPS.
- B. Verify the computer's BIOS is configured properly to recognize the new PSU.
- C. Verify the correct ATX power cable was used to connect the PSU to the wall socket.
- D. Verify the PSU's voltage selector switch is set properly.

**Answer: D**

**QUESTION NO: 593**

Which of the following operating systems contains a Program Files and a Program Files (x86) folder?

- A. Windows 2000 Professional 32-bit
- B. Windows Vista Ultimate 64-bit
- C. Windows Vista Home Premium
- D. Windows XP Home

**Answer: B**

**QUESTION NO: 594**

Which of the following Internet connections is LEAST likely to be used as a gateway for an 802.11n wireless router?

- A. Fiber

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

**Answer: D**

**QUESTION NO: 595**

A technician notices during an onsite call that a client's five laptops are connecting to the same wireless network. When the technician attempts to scan for the same network with the technician's work laptop, it cannot find the signal. The WiFi card and the WiFi router are both on the 802.11n standard. Which of the following is the MOST likely reason that this signal cannot be seen?

- A. The router is not capable of allowing more than five devices onto the network at once.
- B. The router has been set to disable SSID broadcasting.
- C. The router has been set to enable MAC filtering.
- D. The client has not configured the wireless card to allow for WPA-protected signals.

**Answer: B**

**QUESTION NO: 596**

The owner of a small business wants all employees to utilize the UAC tool to reduce the spread of malware on the company network. The majority of the machines have Windows Vista Business installed, with a few machines are still using Windows XP Professional. Can this request be accomplished given the circumstances?

- A. Yes, because UAC can be installed on Windows XP as a free add-on.
- B. No, because all machines in a corporate network have to be on the same version of Windows for UAC to function.
- C. Yes, because Vista Business and XP Pro both support UAC functionality out of the box.
- D. No, because UAC is only available in Windows Vista and not Windows XP.

**Answer: D**

**QUESTION NO: 597**

A user at a small company reports that every time they try to print on their local laser printer, the circuit breaker for half the room is tripped. Which of the following is the MOST likely cause of the problem?

- A. The laser printer is connected through a power strip that is shared with too many machines.
- B. The laser printer needs to have its fuser replaced and is causing random voltage overloads on the printer.
- C. The printer needs to have its rollers replaced, which are being overworked.
- D. The laser printer is connected to print from too many systems in the office, causing data overload.

**Answer: A**

**QUESTION NO: 598**

A co-worker hands a technician a CAT5 cable which they claim to be a crossover cable. After attempting to use the cable between a router and switch, it fails to function properly. It was factory molded and looks to be in excellent condition. A CAT5 cable tester tells the technician that its internal pins are wired for "1-1", "2-2", continuously, in pattern. Which of the following is true about the cable?

- A. The cable is a loopback cable.
- B. The cable is a straight patch cable.
- C. The cable is a CAT3 cable.
- D. The cable is a CAT5e cable.

**Answer: B**

**QUESTION NO: 599**

The System Performance Index in Windows Vista is a number formulated from:

- A. the lowest base score from each of the five performance categories.
- B. an average of the highest and lowest base scores from each of the five performance categories.
- C. the average base score from each of the five performance categories.
- D. the median base score from each of the five performance categories.

**Answer: A**

**QUESTION NO: 600**

Which of the following is MOST likely causing a client's computer to have an IP address of 169.254.0.10?

- A. The office is using a public IP scheme.
- B. The client is set to a static IP address.
- C. The DHCP server is out of addresses.
- D. The firewall on the PC is down.

**Answer: C**

**QUESTION NO: 601**

Which of the following commands would MOST likely be used to see where a loss of connectivity between two devices on a network is located?

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

**Answer: A**

**QUESTION NO: 602**

Given the following client IP address information: which is the MOST likely cause of the client not being able to get to an Internet site?

IP address: 192.168.0.11

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

DNS Server: 192.168.0.12

- A. The DNS server is improperly configured.
- B. The gateway is improperly configured.
- C. The firewall is improperly configured.
- D. The subnet mask is improperly configured.

**Answer: B**

**QUESTION NO: 603**

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

- A. Degausser
- B. Line tester

- C. Multimeter
- D. Loopback plugs

**Answer: D**

**QUESTION NO: 604**

Which of the following components is the MOST likely cause of a laptop's display showing an extremely dim screen that can barely be seen?

- A. RAM
- B. Power inverter
- C. Video card
- D. Processor

**Answer: B**

**QUESTION NO: 605**

Which of the following commands could BEST be used to verify connectivity from one network device to another? (Select TWO).

- A. nslookup
- B. msconfig
- C. ping
- D. tracert
- E. net send

**Answer: C,D**

**QUESTION NO: 606**

Which of the following commands can be used to repair a corrupted boot record?

- A. chkdsk
- B. xcopy
- C. fixmbr
- D. format

**Answer: C**

**QUESTION NO: 607**

Which of the following locations would hold a user's documents and data in Windows Vista?

- A. C:\Documents and Settings\%username%
- B. C:\Users\%username%
- C. C:\Users\Documents and Settings\%username%
- D. C:\Program Files\Users\%username&

**Answer: B**

**QUESTION NO: 608**

Which of the following locations would hold a user's documents and data in Windows XP?

- A. C:\Program Files\Users\%username&
- B. C:\Documents and Settings\%username%
- C. C:\Users\%username%
- D. C:\Users\Documents and Settings\%username%

**Answer: B**

**QUESTION NO: 609**

Which of the following locations would hold 32-bit application files in Windows Vista 64-bit?

- A. C:\Program Files\
- B. C:\Program Files (x86)\
- C. C:\Program Files 32\
- D. C:\Program files 32-bit\

**Answer: B**

**QUESTION NO: 610**

Which of the following locations would hold 32-bit application files in Windows XP 64-bit?

- A. C:\Program Files 32\
- B. C:\Program Files 32-bit\
- C. C:\Program Files (x86)\
- D. C:\Program Files\



**Answer: C**

**QUESTION NO: 611**

Which of the following locations would hold 64-bit application files in Windows Vista 64-bit?

- A. C:\Program Files (x86)\
- B. C:\Program Files 64\
- C. C:\Program Files\
- D. C:\Program Files 64-bit\

**Answer: C**

**QUESTION NO: 612**

A user is consistently having paper jams when trying to print. A technician notices the paper jams occur when the user tries to print to cardstock paper. Print jobs on regular paper print fine. Which of the following

is the MOST likely cause of this issue?

- A. The printer rollers need to be replaced.
- B. The user needs to configure the printer for cardstock.
- C. The printer does not support any other paper type than plain paper.
- D. The printer needs a maintenance kit.

**Answer: B**

**QUESTION NO: 613**

A technician recently installed a printer onto a Windows Vista workstation and shares the printer as a network printer. Other users running Windows Vista can connect and print to the shared printer fine, but users running Windows 2000 are prompted for the driver CD when trying to connect to the shared printer.

Which of the following should be done to prevent Windows 2000 users from being prompted for the driver

CD?

- A. Have the Windows 2000 users print to another network printer.
- B. Purchase a second printer of the same module, and install it on a Windows 2000 workstation.
- C. Install the Windows 2000 driver on the Windows Vista workstation.
- D. Uninstall the printer on the Windows Vista workstation, and install it on a Windows 2000 workstation.

**Answer: C**

**QUESTION NO: 614**

Which of the following commands will allow a technician to get the IP address of a Windows XP computer?

- A. ipconfig /flushdns
- B. ipconfig /release
- C. ipconfig /all
- D. ifconfig

**Answer: C**

**QUESTION NO: 615**

Which of the following is the recommended longest distance for a CAT5 cable to be used?

- A. 10 meters (33 feet)
- B. 50 meters (164 feet)
- C. 100 meters (328 feet)
- D. 300 meters (984 feet)

**Answer: C**

**QUESTION NO: 616**

A technician is unable to connect remotely from home to their office computer. Which of the following commands should be used to test connectivity to the office computer?

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

**Answer: A**

**QUESTION NO: 617**

A technician is unable to connect remotely from home to their office computer. When the technician tries to ping the work computer the request times out. Which of the following commands should be used to further test connectivity to the office computer?

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

**Answer: D**

**QUESTION NO: 618**

Which of the following commands will allow a technician to view a list of the contents of a folder?

- A. sfc
- B. net
- C. cd
- D. dir

**Answer: D**

**QUESTION NO: 619**

A technician is trying to utilize NTBACKUP on Windows XP to create a scheduled backup job. The scheduled backup job is supposed to run Monday evening at midnight. On Tuesday morning, the technician notices the backup job did not run, and the backup log is completely blank. Which of the following would BEST resolve this issue?

- A. Reschedule the job to run daily.
- B. Reschedule the backup job with an account that has a non-blank password.
- C. Insert a new tape into the tape drive, and then reschedule the backup job.
- D. Purchase third-party backup software, and reschedule the backup job using that software.

**Answer: B**

**QUESTION NO: 620**

A technician recently installed a new firewall. Which of the following ports must be open to permit HTTPS

traffic?

- A. 21
- B. 23
- C. 80
- D. 443

**Answer: D**

**QUESTION NO: 621**

A technician recently installed a new firewall. Which of the following ports **MUST** be open to permit FTP traffic?

- A. 21
- B. 25
- C. 80
- D. 8080

**Answer: A**

**QUESTION NO: 622**

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

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

**Answer: C**

**QUESTION NO: 623**

A client needs to be able to install a new local printer, but does not currently have permission to do so.

Which of the following is the **BEST** user group to put the client in, to allow the printer to be installed?

- A. Power Users

- B. Users
- C. Backup Users
- D. Guest

**Answer: A**

**QUESTION NO: 624**

A user needs to be able to install new database software but does not currently have permission to do so.

The database software needs to modify operating system files during installation. Which of the following

user groups would give the BEST permissions to allow the user access to install the software?

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

**Answer: C**

**QUESTION NO: 625**

A computer's onboard NIC fails. A technician installs a new PCI NIC. Which of the following should be done to configure the computer to no longer use the onboard NIC?

- A. Enable the new NIC in the BIOS.
- B. Install an updated driver for the onboard NIC.
- C. Disable the onboard NIC.
- D. Uninstall the motherboard.

**Answer: C**

**QUESTION NO: 626**

Which of the following user groups has access to the C\$ share?

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

**Answer: D**

**QUESTION NO: 627**

A computer's onboard LPT1 port fails. Which of the following I/O cards should be installed to fix this problem?

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

**Answer: B**

**QUESTION NO: 628**

Which of the following ports could BEST be used to install an external hard drive?

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

**Answer: B**

**QUESTION NO: 629**

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

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

**Answer: D**

**QUESTION NO: 630**

Which of the following tools is BEST used to verify transmission media continuity?

- A. Loopback plug
- B. Multimeter
- C. Cable tester
- D. Extension magnet

**Answer: C**

**QUESTION NO: 631**

Which of the following is the administrator's profile path in Windows Vista?

- A. C:\Users\Administrator
- B. C:\Documents and Settings\Administrator
- C. C:\
- D. C:\Windows\System32

**Answer: A**

**QUESTION NO: 632**

Which of the following is the administrator's profile path in Windows XP?

- A. C:\Temp
- B. C:\Users\Administrator
- C. C:\Windows\System32
- D. C:\Documents and Settings\Administrator

**Answer: D**

**QUESTION NO: 633**

Which of the following is the administrator's profile path in Windows 2000?

- A. C:\Profiles\Administrator
- B. C:\Windows\System32
- C. C:\Users\Administrator
- D. C:\Documents and Settings\Administrator

**Answer: D**

**QUESTION NO: 634**

Which of the following is the BEST choice if a user is unable to submit print jobs?

- A. Reboot the computer
- B. Unplug the printer USB cable and plug it back in
- C. Turn off the printer and then power it back on
- D. Confirm the printer spooler is started in services

**Answer: D**

**QUESTION NO: 635**

A user claims that their home page has changed, random pop-ups appear, and their desktop background has disappeared. Which of the following is this a BEST example of?

- A. Worm
- B. Spyware
- C. Malware
- D. Virus

**Answer: C**

**QUESTION NO: 636**

A client is concerned with wireless security and has already encrypted the wireless signal. Which of the following is another way to increase wireless security?

- A. Leave the computer on when it is not being used.
- B. Disable broadcasting on the wireless router.
- C. Install a firewall on the client's computer.
- D. Install antivirus software on the computer.

**Answer: B**

**QUESTION NO: 637**

A technician attempts to upgrade a heatsink and fan; however, the heatsink will not come off the processor. Which of the following is the BEST way to deal with this?

- A. Heat the thermal compound to a certain temperature.
- B. Force the processor and heatsink apart.



- C. Use a chemical solution to remove the heatsink from the processor.
- D. Replace fan, processor and heatsink.

**Answer: A**

**QUESTION NO: 638**

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

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

**Answer: C**

**QUESTION NO: 639**

An administrator attempts to login to Windows XP at the welcome screen, but the system logs the user out automatically. Which of the following is the BEST reason why this has occurred?

- A. The Windows OS was never registered.
- B. The user does not have proper permissions.
- C. The userinit file is missing.
- D. The System Log files were deleted.

**Answer: C**

**QUESTION NO: 640**

A user is having difficulty installing a program in Windows Vista, as the computer appears to stall prior to the installation. Which of the following is the BEST choice of why this is occurring?

- A. Aero Settings are not enabled.
- B. Power Settings need to be enabled.
- C. BitLocker is scanning for corrupt software.
- D. UAC is waiting for user input.

**Answer: D**

**QUESTION NO: 641**

An inkjet printer is displaying a ghosted image. Which of the following is the BEST way to troubleshoot this issue?

- A. Change the paper
- B. Run the printhead clean utility
- C. Reinstall the print drivers
- D. Reseat the printer cables

**Answer: B**

**QUESTION NO: 642**

When installing a new CPU into a machine, which of the following should always be used during installation?

- A. Heatsink
- B. Thermal compound
- C. CPU fan
- D. System battery

**Answer: B**

**QUESTION NO: 643**

A user wants several laptops to be able to share files, without being physically attached to each other.

Which of the following should the technician install into the computers?

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

**Answer: C**

**QUESTION NO: 644**

Which of the following commands would be used to test connectivity to an external website?

- A. PING

- B. MSCONFIG
- C. NSLOOKUP
- D. IPCONFIG

**Answer: A**

**QUESTION NO: 645**

Which of the following commands will a technician use to flush DNS?

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

**Answer: C**

**QUESTION NO: 646**

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

- A. EDIT
- B. CHKNTFS
- C. FORMAT
- D. CONVERT

**Answer: D**

**QUESTION NO: 647**

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

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

**Answer: A**

**QUESTION NO: 648**

A user states that every print job submitted to a local printer prints out random characters. Which of the following steps would MOST likely resolve the problem?

- A. Reboot the computer and reset the printer
- B. Clear the NVRAM on the printer
- C. Reload the printer drivers
- D. Replace the printer cable

**Answer: C**

**QUESTION NO: 649**

Which of the following BEST describes a primary difference between PATA and SATA hard drives?

- A. SATA drives cannot share the same physical interface cable, while PATA can.
- B. SATA drive data interfaces have more pins than PATA.
- C. PATA drive data interfaces have fewer pins than SATA.
- D. PATA drives cannot share the same physical interface cable, while SATA can.

**Answer: A**

**QUESTION NO: 650**

When replacing a processor in a desktop, which of the following also needs to be replaced?

- A. Thermal compound
- B. System fan
- C. Heatsink
- D. Power supply

**Answer: A**

**QUESTION NO: 651**

Which of the following should be removed FIRST before servicing a laptop?

- A. Internal HDD
- B. Memory
- C. Main battery

D. CMOS battery

**Answer: C**

**QUESTION NO: 652**

A technician is upgrading a user's laptop with a faster hard drive. Which of the following drives would MOST likely be used?

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

**Answer: D**

**QUESTION NO: 653**

A user states that the system time needs to be adjusted every time the user boots their machine. Which of the following is the MOST likely cause?

- A. Chipset drivers
- B. BIOS firmware
- C. CMOS battery
- D. Power supply

**Answer: C**

**QUESTION NO: 654**

After installing additional memory and an additional PATA hard drive, a PC is unable to boot into Windows.

Which of the following is the MOST likely cause?

- A. Motherboard jumper settings
- B. Insufficient cooling
- C. Improper drive termination
- D. Power supply output

**Answer: D**

**QUESTION NO: 655**

A technician installs a hard drive in a user's machine that does not use moving parts. Which of the following drive types did the technician install?

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

**Answer: B**

**QUESTION NO: 656**

When upgrading memory, which of the following **MUST** be confirmed before purchasing?

- A. BIOS version
- B. Bus speed
- C. Number of I/O ports
- D. Output voltage

**Answer: B**

**QUESTION NO: 657**

A company plans to upgrade their desktops to allow increased utilization beyond 4GB of RAM on each machine. Which of the following should be considered?

- A. Cache size
- B. OS version
- C. Number of cores
- D. Power consumption

**Answer: B**

**QUESTION NO: 658**

When installing a 32-bit operating system, which of the following is the **MAXIMUM** amount of RAM that will be recognized by the system?

- A. ~2GB
- B. ~3GB

- C. ~4GB
- D. ~6GB

**Answer: C**

**QUESTION NO: 659**

A technician is attempting to install a RAID 0 configuration. Which of the following is the MINIMUM amount of disks that can be used to create a RAID 0 array?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: B**

**QUESTION NO: 660**

A technician is attempting to install a RAID 1 configuration. Which of the following is the MINIMUM amount of disks that can be used to create a RAID 1 array?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: B**

**QUESTION NO: 661**

A technician is installing a parallel PCI card. Which of the following is the IEEE standard for parallel?

- A. 802.11b
- B. 1284
- C. 1394
- D. 802.11g

**Answer: B**

**QUESTION NO: 662**

After installation of a video game, a user is experiencing slow and choppy movements as well as freezing on the screen during game play. Which of the following is MOST likely the issue? (Select TWO).

- A. Update the driver.
- B. The RAM needs to be upgraded.
- C. A loose connection from the video card to the monitor.
- D. The processor on the PC is failing.
- E. The frame rate is too low.

**Answer: A,E**

**QUESTION NO: 663**

A classroom has a network printer on a cart that has suddenly stopped functioning. Which of the following are the MOST likely causes? (Select TWO).

- A. Loose power cord
- B. Thermal compound has dried
- C. Failed optical drive
- D. NIC has failed
- E. Network cable is damaged

**Answer: A,E**

**QUESTION NO: 664**

A customer reports that a laser printer has a paper jam error at the output assembly. After a visual inspect, there are no visible paper jams. Which of the following is the MOST likely cause? (Select TWO).

- A. Fuser flag sensor is defective
- B. Transfer roller is defective
- C. Exit flag sensor is defective
- D. Toner cartridge is defective
- E. Paper input sensor is defective

**Answer: A,C**



**QUESTION NO: 665**

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

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

**Answer: B**

**QUESTION NO: 666**

A technician has a laptop that is running slow and notices the fan is on high. Which of the following should the technician try FIRST?

- A. Clean the heatsink assembly of debris.
- B. Turn the fan off when the AC adapter is attached.
- C. Turn the fan to low in the BIOS.
- D. Replace the processor and fan.

**Answer: A**

**QUESTION NO: 667**

When replacing a CPU heatsink, a technician should do which of the following?

- A. Upgrade the motherboard firmware
- B. Reset the CMOS to default settings
- C. Clean and replace the thermal compound
- D. Reconfigure the necessary jumpers

**Answer: C**

**QUESTION NO: 668**

A brand new USB thumb drive is plugged into a computer and a message appears indicating that the device can perform faster. Which of the following is causing this message?

- A. The computer's USB port is 2.0.

- B. The USB drivers need to be upgraded.
- C. The USB jump drive is 1.0.
- D. The computer's USB port is 1.0.

**Answer: D**

**QUESTION NO: 669**

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

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

**Answer: D**

**QUESTION NO: 670**

During boot up a system displays that a thermal event has occurred and that the system has been halted.

Which of the following is the MOST likely cause?

- A. Incorrect CMOS settings
- B. A defective CPU fan
- C. A defective power supply
- D. Improper jumper placement

**Answer: B**

**QUESTION NO: 671**

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

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

**Answer: C**

**QUESTION NO: 672**

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

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

**Answer: C**

**QUESTION NO: 673**

A customer states that it takes a while to refresh their display when multitasking and switching between windows, in Windows XP. Which of the following is the BEST way to shorten the delay and increase response time?

- A. Tell the user to use Safe Mode.
- B. Disable the Windows Firewall Service.
- C. Turn off the System Restore.
- D. Change to Performance Mode.

**Answer: D**

**QUESTION NO: 674**

A technician cannot access the print queue to delete a print job. Which of the following is the MOST likely cause of this issue?

- A. Print spooler has stalled
- B. Device driver has failure
- C. Incorrect form is printing
- D. Incompatible driver is installed

**Answer: A**

**QUESTION NO: 675**

A computer is displaying a KMODE\_EXCEPTION\_NOT\_HANDLED stop error message. Which of the following is the BEST place for a technician to find out what the error message means?

- A. Search engine
- B. OEM website
- C. OS knowledge base
- D. Technical forum site

**Answer: C**

**QUESTION NO: 676**

Which of the following user groups by default can install programs? (Select TWO).

- A. Users
- B. Guests
- C. Administrators
- D. Backup Operators
- E. Power Users

**Answer: C,E**

**QUESTION NO: 677**

Which of the following user groups is BEST for limited one-time use of a computer?

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

**Answer: C**

**QUESTION NO: 678**

Which of the following will translate an IP address to a FQDN?

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

**Answer: B**

**QUESTION NO: 679**

A PC does not register all of the installed memory during POST. Which of the following should be performed FIRST?

- A. Verify the memory speed is correct for this PC.
- B. Rotate all the DIMMs individually in and out of the memory slots until all DIMMs have been checked.
- C. Remove all but the minimum required amount for the PC and restart.
- D. Perform a BIOS firmware upgrade.

**Answer: B**

**QUESTION NO: 680**

A user states while making several attempts to install a new version of their graphics application, they place the disk in the drive and the LED blinks but nothing happens. Which of the following is the FIRST action to perform?

- A. Clean the drive with an approved cleaning disk.
- B. Check the media for scratches or cracks.
- C. Replace the drive with a known good one.
- D. Verify the type of media and drive.

**Answer: D**

**QUESTION NO: 681**

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

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

**Answer: A**

**QUESTION NO: 682**

Which of the following **MUST** be performed when replacing a CPU in a PC?

- A. Remove old compound, clean both items and replace the thermal compound.
- B. Remove old compound, clean the heat sink and replace the thermal compound.
- C. Remove old compound, clean the CPU and add new thermal compound.
- D. Reuse the old thermal compound if it is less than six months old.

**Answer: A**

**QUESTION NO: 683**

Which of the following would **MOST** likely need to be replaced if there is no video present on the laptop screen but there is video to an external monitor?

- A. LCD panel
- B. RAM
- C. Video card
- D. Video drivers

**Answer: A**

**QUESTION NO: 684**

After POST, the error message 'Invalid system disk. Replace and press any key' appears. Which of the following is **MOST** likely the cause?

- A. There is a non-bootable CD in the CD-ROM drive.
- B. There is a non-bootable DVD in the DVD-ROM drive.
- C. There is a non-bootable Blu-Ray in the Blu-Ray drive.
- D. There is a non-bootable floppy in the floppy drive.

**Answer: D**

**QUESTION NO: 685**

When receiving the error message 'One or more services failed to start' at the Windows login screen, which of the following locations could a technician look to find information about the services that have failed?

- A. C:\Windows\Logs
- B. Device Manager
- C. msinfo32
- D. Event Viewer

**Answer: D**

**QUESTION NO: 686**

Which of the following could be disabled to improve performance and response, in Windows Vista, on a computer with an older video card?

- A. Desktop Icons
- B. Aero
- C. Task Manager
- D. UAC

**Answer: B**

**QUESTION NO: 687**

A Windows XP system has been badly infected with malware. The technician notices that the malware is making repeated attempts to broadcast over the network from activity seen on the local firewall. Which of the following Windows XP startup options would be the SAFEST way to remove the malware?

- A. Use the Safe Mode with Networking option
- B. Use the Safe Mode option
- C. Use the Enable Boot Logging option
- D. Use the Last Known Good Configuration option

**Answer: B**

**QUESTION NO: 688**

A technician is sent out to a client's office to solve an issue involving a machine which has numerous Windows XP service failures upon startup. Which of the following would be the FIRST place to check for information on this?

- A. Event Viewer

- B. MSCONFIG
- C. Services MMC
- D. Group Policy Editor

**Answer: A**

**QUESTION NO: 689**

A technician is repairing a laptop with a video issue. The display of the laptop shows a very faint image of the Windows desktop, and works fine when connected to an external display. Which of the following has MOST likely failed on the unit?

- A. VGA port
- B. Inverter
- C. Video memory
- D. Onboard video

**Answer: B**

**QUESTION NO: 690**

A technician has a laptop in for repair with a consistent video corruption issue. The issue is seen on the local display and on an external monitor. The issue happens on the BIOS setup screen as well as within Windows. Which of the following laptop components is MOST likely failing?

- A. VGA port
- B. LCD display
- C. Onboard video card
- D. Inverter

**Answer: C**

**QUESTION NO: 691**

A new processor was recently installed on a one year old motherboard, replacing the original processor.

The processor is on the motherboard's supported processor list and was double checked for proper installation. However, the PC refuses to POST properly and displays no video onscreen. Which of the following is the MOST likely issue?



- A. Too much thermal paste was used on the processor and it is preventing boot.
- B. The motherboard needs to have its PWD jumper removed before the first boot.
- C. The motherboard needs to have the most recent BIOS version installed.
- D. The motherboard needs to have a newer CMOS chip installed.

**Answer: C**

**QUESTION NO: 692**

A desktop PC is connected to the company's LAN through a wireless 802.11g PCI card. The office does not have available wired network ports. The user reports extensive Internet slowdown and drops. After investigation, the wireless router being used is found to support the latest in WiFi technology. Which of the following wireless card types would BEST suit this scenario?

- A. An 802.11n WiFi card
- B. An 802.11a WiFi card
- C. An 802.11b WiFi card
- D. Two 802.11g WiFi cards

**Answer: A**

**QUESTION NO: 693**

A laptop has been scheduled to have its internal wireless upgraded with an 802.11n card. Which of the following card types would the technician purchase to accomplish this?

- A. ISA card
- B. Mini PCI Express card
- C. PCMCIA card
- D. Smart card

**Answer: B**

**QUESTION NO: 694**

Which of the following can be used to verify if SMTP is accepting connections?

- A. NET USE 127.0.0.2:5900
- B. TELNET 127.0.0.1 -p 25
- C. SSH 127.0.0.2
- D. PING 127.0.0.1 -p 5901

**Answer: B**

**QUESTION NO: 695**

Which of the following tools is used to test the network connection from a wall to the computer?

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

**Answer: B**

**QUESTION NO: 696**

Which of the following tools can be used to test if voltage is being distributed out of a PSU 24-pin connection? (Select TWO).

- A. Loopback plug
- B. Extension magnet
- C. Power supply tester
- D. Multimeter
- E. Cable tester

**Answer: C,D**

**QUESTION NO: 697**

Which of the following tools can be used to test if a 24-pin power cable is outputting correct voltage?

- A. Cable tester
- B. Wrist strap
- C. Multimeter
- D. Loopback plug

**Answer: C**

**QUESTION NO: 698**

A user reports that their computer is unable to connect to certain web pages. An error message appears stating 'the page cannot be displayed'. Which of the following commands can be used to correct this?

- A. ipconfig /displayDNS
- B. ipconfig /renew
- C. ipconfig /release
- D. ipconfig /flushDNS

**Answer: D**

**QUESTION NO: 699**

A Windows 2000 machine with multiple user profiles has been responding slowly. The technician has determined that the probable cause is extreme fragmentation of the hard drive. The current user needs to get back to work as quickly as possible. Which of the following actions will help to speed up the defragmentation process?

- A. Index the hard drive
- B. Delete the temp IE content folders
- C. Increase the size of the paging file
- D. Set a new system restore point

**Answer: B**

**QUESTION NO: 700**

A user has been migrated from Windows 2000 to Windows XP. The user can no longer see file extensions.

Which of the following is the BEST way to address this user's concern?

- A. Inform the user that by default Windows XP does not display known file types.
- B. Reconfigure the default setting from Tools > Folder Options > File Types.
- C. Reconfigure the default setting from Tools > Folder Options > General.
- D. Reconfigure the default setting from Tools > Folder Options > View > Advanced Settings.

**Answer: D**

**QUESTION NO: 701**

A technician finished installing a processor and is going to install the heatsink next. Which of the following should the technician perform before installing the heatsink?

- A. Turn on CPU fan
- B. Update chipset drivers
- C. Apply thermal compound
- D. Install a case fan

**Answer: C**

**QUESTION NO: 702**

A technician would like to review the .NET Framework, Services and Disk Management all at once, while working on a workstation. Which of the following user interfaces would the technician use?

- A. msconfig
- B. MMC
- C. Task Manager
- D. Control Panel

**Answer: B**

**QUESTION NO: 703**

A customer wants an older hard drive installed in their computer and states it is an EIDE drive. Which of the following interfaces would the drive MOST likely connect to?

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

**Answer: D**

**QUESTION NO: 704**

When replacing components in a laptop, which of the following components is MOST likely in a Mini PCI slot?

- A. Wireless card
- B. DDR SDRAM
- C. Trusted platform module
- D. Hard drive

**Answer: A**

**QUESTION NO: 705**

A user reports that their onboard RJ-45 jack is damaged and will no longer function. Which of the following will provide this jack as an alternative to replacing the motherboard?

- A. Install a USB serial adapter
- B. Connect to a USB hub
- C. Use an external modem
- D. Use an Ethernet card

**Answer: D**

**QUESTION NO: 706**

Which of the following tools fastens an RJ-45 adapter to the end of a CAT5 UTP cable?

- A. Crimper
- B. Cable stripper
- C. Punch down tool
- D. Solder iron

**Answer: A**

**QUESTION NO: 707**

A user's document will not print, and as a result sends the same print job several times to the printer. A technician notices that the print queue is still waiting for the first job to finish before printing successive jobs. Which of the following would BEST resolve this issue?

- A. Restart the print spooler service
- B. Delete the files in C:\Windows\Spool32\
- C. Delete all print jobs after the first one
- D. Print a Windows test page

**Answer: A**

**QUESTION NO: 708**

A user has a monochrome laser printer that recently has started printing dark lines on all printed pages.

Replacing the toner does not resolve the issue. Which of the following could cause this issue?

- A. The drum is scratched
- B. Piezoelectric jet malfunction
- C. Paper thickness is too high
- D. Toner is recycled

**Answer: A**

**QUESTION NO: 709**

A user named 'Admin' receives a new laptop with Windows Vista installed. By default, where would the user's documents be stored?

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

**Answer: A**

**QUESTION NO: 710**

Where are 64-bit programs installed by default in Windows Vista?

- A. C:\Program Files (x64)\
- B. C:\Program Files\
- C. C:\Program Files\64\
- D. C:\Program Files (x86)\

**Answer: B**

**QUESTION NO: 711**

A support technician wants to help a user, in a different city, navigate a new software program. Which of the following will allow the user and technician to view and control the Windows XP PC desktop simultaneously?

- A. Terminal Services

- B. Remote Assistance
- C. Routing and Remote Access Service
- D. Remote Desktop

**Answer: B**

**QUESTION NO: 712**

Which of the following is an MMC that links to other MMCs like Services, Disk Management and Event Viewer?

- A. Component Services
- B. Computer Management
- C. System Properties
- D. Security Center

**Answer: B**

**QUESTION NO: 713**

After a reboot, an error pops up during logon stating that 'A driver or service failed to start'. Where should a technician look to view additional information about this issue?

- A. Event Viewer
- B. C:\Windows\System32\LogFiles
- C. System Properties
- D. DXDIAG

**Answer: A**

**QUESTION NO: 714**

A technician wants to add a second access point to an office space. The first access point is set to channel

6. Which of the following channels should the technician use to avoid channel overlaps? (Select TWO).

- A. 1
- B. 3
- C. 4
- D. 8

- E. 9
- F. 11

**Answer: A,F**

**QUESTION NO: 715**

Which of the following use regular analog telephone lines to connect to the Internet? (Select TWO).

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

**Answer: C,E**

**QUESTION NO: 716**

After cleaning a virus off of a system, the system seems to become re-infected with the same virus on every reboot. Which of the following should be done prior to removing the virus again?

- A. Update the spam filter
- B. Restart RPC service
- C. Disable the firewall
- D. Disable system restore

**Answer: D**

**QUESTION NO: 717**

A user is trying to update a file on a shared drive, but an error says the file is read only. A technician checks the user's NTFS permissions and verifies that the user is set to Full Control and the file's properties do not list it as Read Only. Which of the following is MOST likely the cause?

- A. The UAC is set too high on the user's machine.
- B. The share permissions are incorrect.



- C. The file is encrypted.
- D. The file level permissions are incorrect.

**Answer: B**

**QUESTION NO: 718**

Which of the following alerts a user on a Windows Vista PC that system settings are going to be changed, dims the screen and gives the user the opportunity to reject the change?

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

**Answer: D**

**QUESTION NO: 719**

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

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

**Answer: C**

**QUESTION NO: 720**

A technician is installing an additional CD-ROM drive into a functioning computer. After installation, the CD-ROM drive powers on but then off. Which of the following is the MOST likely cause of the problem?

- A. Incorrect driver is installed
- B. Insufficient power supply wattage

- C. Incompatible CD-ROM drive
- D. Out-of-date BIOS

**Answer: B**

**QUESTION NO: 721**

To verify network continuity and hop by hop statistics, which of the following commands can be used?

- A. ping
- B. ipconfig
- C. net stat
- D. tracert

**Answer: D**

**QUESTION NO: 722**

In Windows XP, where is the default user profile located?

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

**Answer: C**

**QUESTION NO: 723**

A technician needs to configure software RAID1 using Windows XP. Which of the following drive statuses would allow this configuration?

- A. Healthy
- B. Online
- C. Active Allocating
- D. Dynamic

**Answer: D**

**QUESTION NO: 724**

A technician is troubleshooting a performance problem with a PC. When looking at the Task Manager Process List, only a few processes are listed. Which of the following should be done to view all of the processes on a PC?

- A. Configure guest rights on the PC
- B. Configure backup user rights on the PC
- C. Select show processes from all users
- D. Login as the user and then view the task list

**Answer: C**

**QUESTION NO: 725**

When attempting to boot a PC, the POST process completes without error. The PC then displays, 'non system disk or disk error'. Which of the following would MOST likely cause the issue?

- A. Out-of-date BIOS
- B. Invalid motherboard jumper settings
- C. Failing power supply
- D. Floppy disk in the drive

**Answer: D**

**QUESTION NO: 726**

A number of printers have been installed on a local PC and are functioning normally. After a few days of use, users report that they are unable to print, and cannot see any of the installed printers. When opening the Printers and Faxes control panel applet, none of the printers are shown. Which of the following can be done to resolve this issue?

- A. Update the print drivers
- B. Start the print spooler
- C. Check the permissions on the printers
- D. Reinstall the printers

**Answer: B**

**QUESTION NO: 727**

During system startup, many applications are starting that are not needed. Which of the following can be used to evaluate all startup applications?

- A. Computer Management Utility
- B. Add/Remove Programs
- C. Autoexec.bat file
- D. MSCONFIG

**Answer: D**

**QUESTION NO: 728**

A user is able to send email, but receives an error when trying to receive email. Which of the following server settings should be checked?

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

**Answer: B**

**QUESTION NO: 729**

Which of the following tools can be used to securely connect to a remote system?

- A. RCMD
- B. SSH
- C. TELNET
- D. HTTP

**Answer: B**

**QUESTION NO: 730**

Which of the following features should be configured to allow external users to connect to a local server connected to a SOHO router?

- A. MAC address clone
- B. Port forwarding
- C. Advanced routing

D. DHCP settings

**Answer: B**

**QUESTION NO: 731**

A SOHO router is being used for connectivity to the Internet. Which of the following is the MAXIMUM distance that a computer can be from the router, assuming CAT5 cabling is in use?

- A. 50 meters (164 feet)
- B. 100 meters (328 feet)
- C. 150 meters (492 feet)
- D. 200 meters (656 feet)

**Answer: B**

**QUESTION NO: 732**

A technician is attempting to remove a number of viruses from an infected system. The antivirus software in use is fully updated and has detected the viruses. However, a message stating that the file is in use appears when the technician tries to quarantine or delete the infected files. Which of the following can be done to resolve this issue?

- A. Change the permissions on the file.
- B. End the running process.
- C. Run the antivirus scan again.
- D. Use the command line to delete the file.

**Answer: B**

**QUESTION NO: 733**

Before scanning for viruses with an antivirus application, which of the following should be done FIRST?

- A. Disable the wireless NIC.
- B. Update the virus definitions.
- C. Disable the UAC.
- D. Enable file indexing for faster performance.

**Answer: B**

**QUESTION NO: 734**

Which of the following file attributes is used to show that a file has changed since the last time it was backed up?

- A. A
- B. S
- C. I
- D. H

**Answer: A**

**QUESTION NO: 735**

A technician needs to replace the motherboard for a laptop. Which of the following tools should be used?

- A. Multimeter
- B. Compressed air
- C. Power supply tester
- D. Plastic screwdriver

**Answer: D**

**QUESTION NO: 736**

A technician notices that the wired keyboard stops functioning. Even after multiple replacements, the keyboard still does not work. Which of the following can be used to determine the problem?

- A. Loopback plug
- B. Power supply tester
- C. Wrist strap
- D. Multimeter

**Answer: A**

**QUESTION NO: 737**

A user states that the printer is printing blank pages after replacing the toner. Which of the following is

MOST likely the cause?

- A. Incorrect paper is being used
- B. Toner still has the plastic strip on it
- C. The memory is full
- D. The pickup rollers are damaged

**Answer: B**

**QUESTION NO: 738**

A user states that the printer is printing unknown characters when printing a picture. Which of the following is the MOST likely cause?

- A. Corrupted drivers
- B. Imaging unit is damaged
- C. Fuser is damaged
- D. Memory is full

**Answer: A**

**QUESTION NO: 739**

Which of the following ping commands would a technician use to ping continuously?

- A. PING -l
- B. PING -R
- C. PING -t
- D. PING -a

**Answer: C**

**QUESTION NO: 740**

In which of the following locations would the public user profile 'My Documents' folder be located in Windows Vista?

- A. C:\Documents and Settings\Public Documents
- B. C:\Users\Public\Public Documents
- C. C:\Users\Shared Documents
- D. C:\Documents and Settings\All Users\Shared Documents

**Answer: B**

**QUESTION NO: 741**

Which of the following is the location of the system fonts in Windows XP?

- A. C:\Windows\I386\Fonts
- B. C:\Windows\Fonts
- C. C:\Windows\System32\Fonts
- D. C:\Program Files\Common Files\Fonts

**Answer: B**

**QUESTION NO: 742**

In which of the following locations are the temporary Internet files stored for 'User' in Windows XP?

- A. C:\Users\User\Local Settings
- B. C:\Documents and Settings\User\Local Settings\
- C. C:\Documents and Settings\Application Data
- D. C:\Users\User\AppData\Local

**Answer: B**

**QUESTION NO: 743**

A user reports that the computer's hard drive is constantly running and the hard drive light is constantly flashing. Which of the following tools would be used to resolve this issue without losing data?

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

**Answer: C**

**QUESTION NO: 744**

A user states that a message pops-up during Windows startup stating that it cannot find a program to run. Which of the following tools would be used to delete the entry from running again?



- A. SCANDISK
- B. DEFRAG
- C. REGEDIT
- D. Add/Remove Programs

**Answer: C**

**QUESTION NO: 745**

A user reports that the workstation will not boot up and a missing NTLDR error appears. Which of the following steps can be performed to resolve this issue without losing data?

- A. Reinstall the Windows OS
- B. Format the root drive
- C. Boot into Safe Mode
- D. Change the boot order

**Answer: D**

**QUESTION NO: 746**

Which of the following programs runs on port 22?

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

**Answer: D**

**QUESTION NO: 747**

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

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

**Answer: A**

**QUESTION NO: 748**

A technician wants to prevent employees from installing software on company computers. In which of the following groups should the employee accounts be placed?

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

**Answer: B**

**QUESTION NO: 749**

While disassembling a laptop the FIRST thing that should be done is:

- A. organize parts.
- B. refer to manufacturer documentation.
- C. document and label cable and screw locations.
- D. gather appropriate tools.

**Answer: B**

**QUESTION NO: 750**

A user reports that their LCD is no longer displaying an image. While inspecting the laptop, the technician discovers that the LCD is actually displaying an image but it can only be seen in a darkened environment.

Which of the following is MOST likely to be the problem?

- A. The video card is not functioning.
- B. The brightness control is not functioning.
- C. The video controller is not providing proper voltage.
- D. The inverter is not functioning.

**Answer: D**

**QUESTION NO: 751**

A customer brings in a laptop stating that it will power up only if the power supply pin is pushed in and if the user releases the pressure the laptop shuts off. Upon inspection, the technician discovers the DC jack is broken. Which of the following should the technician tell the customer?

- A. The DC jack may be able to be replaced if other damage is not present.
- B. The only remedy for this problem is to order a replacement motherboard.
- C. The DC jack cannot be repaired, the laptop must be replaced.
- D. The power supply needs to be upgraded to handle the number of external devices present.

**Answer: A**

**QUESTION NO: 752**

A customer's laptop power supply has failed. The customer has several working power supplies from other laptops; the pins fit the DC jack and power up the laptop. The customer wants to know which PSU would be usable. The customer's laptop has the following power rating: 75w 19.5v 4.6amps. Which of the following power supply ratings would be BEST for the customer's laptop?

- A. 60w 19.5v 4.6amps
- B. 75w 19v 2.0amps
- C. 90w 18v 1.7amps
- D. 90w 19.5v 4.6amps

**Answer: D**

**QUESTION NO: 753**

Which of the following components is found in a display panel assembly?

- A. Inverter
- B. DC converter
- C. DVI adapter
- D. Video memory

**Answer: A**

**QUESTION NO: 754**

A computer is able to power on but it will not boot to BIOS. Which of the following is MOST likely the problem?

- A. Modem
- B. Motherboard
- C. CMOS battery
- D. Sound card

**Answer: B**

**QUESTION NO: 755**

A technician installed an FDD in a computer. The technician can insert and remove disks, but the computer is not acknowledging that an FDD is installed. Which of the following is MOST likely the problem?

- A. Floppy drive needs to be cleaned in order to read the disks.
- B. Floppy drive needs to be enabled in system BIOS.
- C. The computer is not compatible with floppy drives.
- D. The floppy disk need to be formatted before being used.

**Answer: B**

**QUESTION NO: 756**

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

- A. The computer has USB 1.1 ports.
- B. The computer has USB 2.0 ports.
- C. The external HDD is using FireWire.
- D. The external HDD is using USB 1.1.

**Answer: A**

**QUESTION NO: 757**

A technician is installing a video card on a PC. The PC has an existing onboard video card. After the new video card is installed it will not display an image. Which of the following is MOST likely the problem?

- A. The onboard video card is not compatible with the new video card.
- B. The video card firmware needs to be updated.

- C. The onboard video card needs to be disabled in BIOS.
- D. The motherboard firmware needs to be updated.

**Answer: C**

**QUESTION NO: 758**

Which of the following processor specifications should be used to reduce power consumption?

- A. 45W
- B. 65W
- C. 75W
- D. 95W

**Answer: A**

**QUESTION NO: 759**

A user states that their laptop keyboard is erratic and does not always recognize keystrokes. Which of the following should the technician check FIRST?

- A. Firmware version
- B. Cable connection between the keyboard and motherboard
- C. Numlock status
- D. Latest keyboard drivers are loaded

**Answer: B**

**QUESTION NO: 760**

: 765A user states that the mouse pointer on their laptop seems to jump around erratically and repositions the cursor while they are typing. Which of the following is the MOST likely cause?

- A. A virus has infected the computer and needs to be removed.
- B. The hard drive is fragmented and is causing system instability.
- C. The mouse drivers are out of date or corrupted.
- D. The user is inadvertently swiping their palm across the touchpad.

**Answer: D**

**QUESTION NO: 761**

A user states that their laptop touchpad is no longer responding. Which of the following should the technician check FIRST?

- A. The driver is corrupted.
- B. The Numlock is turned on.
- C. The touchpad has been turned off.
- D. The cable has become disconnected.

**Answer: C**

**QUESTION NO: 762**

A PC user has purchased a new video card that meets the video RAM requirement for the installation of a new version of accounting software. The card will not insert in the PC. Which of the following could be the problem presented with the new video card?

- A. The PC does not have the correct slot.
- B. The PC uses onboard video.
- C. The new video card has too much memory.
- D. The new video card does not include drivers.

**Answer: A**

**QUESTION NO: 763**

Which of the following RAID levels would be MOST effective at providing fault tolerance given three hard drives?

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

**Answer: C**

**QUESTION NO: 764**

When a secondary PATA hard drive is installed on the same chain as another device, it is not recognized by the system at POST. Which of the following MUST be done to ensure the new drive is recognized properly?

- A. Move the secondary drive to a chain that has no other device on it.
- B. Set the BIOS to send commands through the first device to the second.
- C. Set the jumper on the secondary drive to the slave position.
- D. Flash the firmware of the secondary drive to match the other device.

**Answer: C**

**QUESTION NO: 765**

A user reports that each time their computer boots up the user needs to set the correct date and time.

Which of the following would MOST likely remedy this problem?

- A. Replace the CMOS battery
- B. Flash the BIOS firmware
- C. Flash the hard drive firmware
- D. Replace the power supply

**Answer: A**

**QUESTION NO: 766**

A user states that their desktop cannot power on. The desktop was just shipped from overseas.

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

- A. The hard drive has suffered catastrophic failure due to changes in altitude and pressure.
- B. The user has not obtained the proper OS licenses for use in the current country.
- C. The WEP key that was used in the other country is not valid in the present location.
- D. The voltage selector switch on the power supply is in the wrong position.

**Answer: D**

**QUESTION NO: 767**

A display on a laptop has become very dim, almost unable to be seen. Which of the following components is the MOST likely cause of this problem?

- A. Video card
- B. Inverter board
- C. AC adapter
- D. Processor

**Answer: B**

**QUESTION NO: 768**

A laptop stops during the boot process and displays an error that says the 'power supply connected will not allow for proper charging'. Which of the following is the MOST likely cause?

- A. Adapter does not supply correct amperage.
- B. Adapter does not supply correct voltage.
- C. Adapter does not supply a ground.
- D. Adapter does not supply enough wattage.

**Answer: D**

**QUESTION NO: 769**

A technician plugs in a machine and notices it will not power on. The technician verifies the wall socket is powered on and that the components in the machine were tested prior to assembly. Once all connections on the motherboard are verified, which of the following would be the NEXT step?

- A. Check the reset button on the front of the machine.
- B. Install a new motherboard.
- C. Check the voltage selector switch on power supply.
- D. Install a new power supply.

**Answer: C**

**QUESTION NO: 770**

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

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

**Answer: C**



**QUESTION NO: 771**

A user wants to be able to receive help from a coworker that is located outside the company's local office.

Which of the following **MUST** be enabled to allow the user to watch and interact with the coworker simultaneously?

- A. Remote Desktop
- B. Telnet
- C. Computer Management
- D. Remote Assistance

**Answer: D**

**QUESTION NO: 772**

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

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

**Answer: C**

**QUESTION NO: 773**

Which of the following is the **MOST** likely choice used on an external hard disk enclosures?

- A. S-video
- B. Molex
- C. FireWire
- D. DVI

**Answer: C**

**QUESTION NO: 774**

A technician has a PC with a Quad-Core CPU which refuses to show multiple cores within Windows Vista.

Which of the following is the **FIRST** step the technician should take?

- A. The BIOS needs to be upgraded to support multiple cores.
- B. Enable Multi-Core Processing in the BIOS.
- C. Enable Virtualization in the BIOS.
- D. Reinstall the Windows operating system.

**Answer: B**

**QUESTION NO: 775**

A technician is trying to install Windows XP Professional x64 edition on a Pentium 4 based system. The installation refuses to complete multiple times. Which of the following is the MOST likely reason for the problem?

- A. The drive was formatted incorrectly.
- B. Proper SATA drivers during Windows setup did not load correctly.
- C. Pentium 4 systems can only run with Windows Vista.
- D. Pentium 4 systems are not 64-bit enabled.

**Answer: D**

**QUESTION NO: 776**

Where can a user find the System32 folder on a Windows Vista x64 system?

- A. C:\Windows\System32 (x64)
- B. C:\Windows\System
- C. C:\Windows\System32
- D. C:\Windows (x64)\System32

**Answer: C**

**QUESTION NO: 777**

A Windows Vista machine is hosting a shared company spreadsheet. The file has been configured for Full Control on the entire Accounting user group. However, the Modify and Read & Execute options were left with Deny checkmarks. Will the users be able to access the file?

- A. Yes, since Full Control allowance takes precedence over all other possible permissions.
- B. No, the system will make the file invisible due to the conflicting permission settings.
- C. No, since Deny rules always take precedence over Allow rules.
- D. Yes, since Allow rules always take precedence over Deny rules.

**Answer: C**

**QUESTION NO: 778**

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

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

**Answer: A**

**QUESTION NO: 779**

A user states that when the user copies files from 'My Documents' to a network share, the files are no longer available locally. Which of the following BEST describes the reason the files are no longer visible?

- A. The user copied to a read-only folder share.
- B. The user changed the attributes of the files.
- C. The user copied the files from the local My Documents folder.
- D. The user moved instead of copied the files.

**Answer: D**

**QUESTION NO: 780**

Which of the following would be BEST to test with a multimeter?

- A. Hard drive
- B. Power supply
- C. SATA port
- D. HDMI port

**Answer: B**

**QUESTION NO: 781**

A technician is deploying a new computer. Which of the following requires proper configuration of an external switch to function properly?

- A. Cache
- B. Memory
- C. BIOS
- D. Power supply

**Answer: D**

**QUESTION NO: 782**

A technician is upgrading a computer, and the user is concerned with cooling capacity. Which of the following will MOST likely provide variable cooling levels based on electrical signals from the system?

- A. Thermal compound
- B. Processor core
- C. CPU fan
- D. Heatsink

**Answer: C**

**QUESTION NO: 783**

A technician has been asked to replace the case fan in a personal computer. Which of the following should the technician be MOST aware of when replacing the fan?

- A. Manufacturer compatibility
- B. RPM ratings compatibility
- C. Proper bearing type
- D. Proper airflow direction

**Answer: D**

**QUESTION NO: 784**

A system with integrated graphics is displaying video artifacts. Which of the following is the MOST likely cause?

- A. Defective hard drive

- B. Defective CPU fan
- C. Defective system RAM
- D. Defective monitor

**Answer: C**

**QUESTION NO: 785**

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

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

**Answer: B**

**QUESTION NO: 786**

A digital mixer requires the fastest speed possible to operate at its optimal level of performance. Which of the following connections provides the FASTEST transmit/receive speed when connected to the computer?

- A. USB
- B. Parallel
- C. IEEE 1394b
- D. PS/2

**Answer: C**

**QUESTION NO: 787**

A technician has resolved a paper jam. After the jam is cleared, the display continues to indicate that the printer is jammed. Which of the following should be performed NEXT?

- A. Power cycle the printer
- B. Print a test page
- C. Remove all the paper trays and restart the printer

D. Remove and replace the roller

**Answer: A**

**QUESTION NO: 788**

Which of the following tools is scheduled and performed automatically in Windows Vista by default?

- A. Performance Monitor
- B. Defrag
- C. MSCONFIG
- D. NTBACKUP

**Answer: B**

**QUESTION NO: 789**

Which of the following is the BEST environment to use when scanning for viruses?

- A. Safe Mode with Networking
- B. Last know Good Configuration
- C. Debugging Mode
- D. Safe Mode

**Answer: D**

**QUESTION NO: 790**

Which of the following is unsafe for a technician to use when troubleshooting or repairing a CRT monitor?

- A. Anti-static pad
- B. Anti-static wrist strap
- C. Rubber gloves
- D. Multimeter

**Answer: B**

**QUESTION NO: 791**

A user receives an error message stating, 'Invalid Boot Disk' after restarting their system. Which of the following is the FIRST thing the technician should check?

- A. If a blank hard drive has been installed
- B. If a non-bootable disk is the floppy drive
- C. If the system has suffered a power failure
- D. If the system has an unauthorized administrator account

**Answer: B**

**QUESTION NO: 792**

Which of the following switches is used to start System File Checker immediately?

- A. SFC /SCANONCE
- B. SFC /SCANNOW
- C. SFC /REVERT
- D. SFC /SCANBOOT

**Answer: B**

**QUESTION NO: 793**

A user has just installed an application that is causing system instability and lock-ups and is not allowing a clean uninstall. To resolve this issue, the technician should:

- A. power cycle the system completely.
- B. run an on-demand virus scan.
- C. perform a system restore.
- D. check the installation event logs.

**Answer: C**

**QUESTION NO: 794**

A user states that all their incoming mail is showing that it is behind three hours. All other users have the correct time. Which of the following should the technician check?

- A. The system's local time settings
- B. The system's O/S version and patch status

- C. The system's network configuration
- D. The mail server's configuration

**Answer: A**

**QUESTION NO: 795**

A technician has noticed that all print-outs from a particular printer have a repeating pattern where the ink's opacity is different. Which of the following should the technician check?

- A. The fuser
- B. The print drivers
- C. The data cable
- D. The toner

**Answer: A**

**QUESTION NO: 796**

Which of the following actions should a technician take when installing a maintenance kit to avoid further alert messages?

- A. Update the print drivers
- B. Reset the page count
- C. Replace the power cable
- D. Power cycling before and after install

**Answer: B**

**QUESTION NO: 797**

Users have stated that all their printouts from a networked printer consist of random characters. The technician should:

- A. perform a virus scan.
- B. replace the fuser.
- C. reinstall the printer drivers.
- D. reinstall the printer firmware.

**Answer: C**



**QUESTION NO: 798**

A new network printer was installed at a company. Now no one can access the network printer and one user is unable to access network resources. Which of the following is the MOST likely problem?

- A. The ARP table has been corrupted.
- B. The printer has outdated firmware.
- C. The printer was assigned an IP address already in use.
- D. The printer has a faulty network interface card.

**Answer: C**

**QUESTION NO: 799**

Failing to clean or properly maintain a printer's transfer rollers will likely result in:

- A. power supply overheating.
- B. paper jamming.
- C. automatic power cycling.
- D. print spooler corruption.

**Answer: B**

**QUESTION NO: 800**

Which of the following commands will perform a full disk check, including free space, when fixing corrupt sectors and transferring data on a NTFS-formatted hard drive?

- A. CHKDSK /R
- B. CHKDSK /F
- C. CHKDSK /C
- D. CHKDSK /I

**Answer: A**

**QUESTION NO: 801**

Which of the following commands would verify the health of the sectors on a hard drive and recover data on damaged sectors?

- A. TRACERT

- B. SFC
- C. CHKDSK
- D. NSLOOKUP

**Answer: C**

**QUESTION NO: 802**

A technician finds that a system is getting a 169.254.0.x address when an IPCONFIG is performed. This shows that the system is:

- A. not getting an IP address from the DHCP server.
- B. set up as a network repeater.
- C. incorrectly configured to the DHCP server.
- D. configured correctly for a static IP address.

**Answer: A**

**QUESTION NO: 803**

Which of the following examines recent alerts and errors relating to system applications?

- A. Event Viewer
- B. Task Manager
- C. System Update
- D. System Restore

**Answer: A**

**QUESTION NO: 804**

A user states that their machine will not boot due to blue screen errors. The technician wants the most complete data regarding the errors. The technician sets the hard drive settings to slave in the affected drive and debugs the:

- A. registry hives.
- B. minidump files.
- C. temp files.
- D. system pagefile.

**Answer: B**

**QUESTION NO: 805**

A user's machine has been infected with a virus. After running a scan, the threat was unable to be removed completely. The system contains licensed applications, so a re-image is the last resort. The NEXT step the technician should take is:

- A. modify the system hostfile.
- B. install a second antivirus scanner and run it alongside the first.
- C. boot into safe mode and run the antivirus scan again.
- D. remove all DLLs in the system directory.

**Answer: C**

**QUESTION NO: 806**

A technician is troubleshooting a network and wants to test the path to a networked device. Which of the following commands should be used?

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

**Answer: A**

**QUESTION NO: 807**

The local library has several public desktops and is concerned about PCs being opened and components being stolen. Which of the following could prevent this?

- A. Secure the PCs to the table with cable locks.
- B. Install biometrics to track user access and identities.
- C. Install real-time system resource monitoring software.
- D. Use security screws to prevent the case from being opened.

**Answer: D**

**QUESTION NO: 808**

A user's machine has an application that is locking up and unresponsive. Which of the following could a technician do to close the application without having to shut down the machine?

- A. Stop and start the application via the Services menu.
- B. Open Task Manager and end the application's process tree.
- C. Start a second instance of the application from the Programs list.
- D. Close the unresponsive application via the command prompt.

**Answer: B**

**QUESTION NO: 809**

A new device was added to a machine and after a reboot; the new device's drivers cause the machine to crash. Which of the following can be used in Safe Mode to roll the entire O/S system back to its configuration before the install?

- A. Recovery Console
- B. System Restore
- C. Task Manager
- D. Device Management

**Answer: B**

**QUESTION NO: 810**

A user calls a technician because their machine has been infected with a virus and is concerned about data loss. Which of the following should the technician advise the user to do while waiting for the technician to arrive?

- A. Shut down the computer completely.
- B. Update the virus definitions for the antivirus applications.
- C. Using System Restore, take a snapshot of the system.
- D. Disconnect the computer from the network.

**Answer: D**

**QUESTION NO: 811**

On a Windows Vista machine, an administrator wants to have a control in-place to prevent unauthorized application installations. The administrator would enable:

- A. Task Manager.
- B. Remote Access Administration.
- C. User Account Control.
- D. Services Menu.

**Answer: C**

**QUESTION NO: 812**

Which of the following Windows Vista Ultimate features allows a user to encrypt their entire hard drive and operating system?

- A. Advanced Encryption Standard (AES)
- B. Bitlocker
- C. Encrypted File System (EFS)
- D. NTFS

**Answer: B**

**QUESTION NO: 813**

A small momentary button on the inside of a computer case is MOST likely which of the following?

- A. BIOS reset button
- B. Fan switch
- C. Soft reset
- D. Intrusion detection

**Answer: D**

**QUESTION NO: 814**

Which of the following hardware devices assists with user authentication and hard drive encryption?

- A. TPM
- B. BIOS password
- C. Bitlocker
- D. EFS

**Answer: A**

**QUESTION NO: 815**

Which of the following tools would a technician use to diminish ESD?

- A. Multimeter
- B. Anti-static strap
- C. Extension magnet
- D. Loopback plugs

**Answer: B**

**QUESTION NO: 816**

A user's printer has stopped printing. The technician has verified that the print job completes on the user's machine and the printer has connectivity to the PC. The technician has just replaced the ink cartridge.

Which of the following is MOST likely the problem?

- A. The printer has a paper jam.
  - B. The print head is faulty.
  - C. The printer is out of memory.
  - D. The fuser is faulty.
- DI.

**Answer: B**

**QUESTION NO: 817**

A network printer will not print. The printer is online and visible. All the print jobs complete but the printer will not operate. Which of the following is the MOST likely cause?

- A. The drum is faulty.
- B. The print buffer is full.
- C. The printer is out of toner.
- D. The fuser is faulty.

**Answer: B**

**QUESTION NO: 818**

On a Windows Vista system, the default location for user data is in which of the following locations?

- A. C:\USERS\
- B. C:\DOCUMENTS\DATA
- C. C:\DOCUMENTS\USERS
- D. C:\USERS\APPDATA

**Answer: A**

**QUESTION NO: 819**

In which Windows Vista directory would the SAM file be found?

- A. C:\WINDOWS\SYSTEM32\SAM\CONFIG\
- B. C:\WINDOWS\SYSTEM32\CONFIG
- C. C:\WINDOWS\SYSTEM32\SAM
- D. C:\WINDOWS\SYSTEM\CONFIG32\SAM

**Answer: B**

**QUESTION NO: 820**

Which of the following system utilities would be used to change a drive type from dynamic to basic?

- A. System Partition Manager
- B. NTBACKUP
- C. Device Manager
- D. Disk Management

**Answer: D**

**QUESTION NO: 821**

How many logical partitions are allowed on a single NTFS drive?

- A. 1
- B. 3
- C. 4
- D. 6

**Answer: C**

**QUESTION NO: 822**

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

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

**Answer: A**

**QUESTION NO: 823**

User Account Control may be accessed from which of the following menu structures?

- A. MMC Snap-In
- B. System Properties
- C. Windows Firewall
- D. MSCONFIG

**Answer: D**

**QUESTION NO: 824**

Which of the following Windows services utilizes port 3389?

- A. DNS
- B. Dialup Networking
- C. Remote Desktop
- D. Remote Registry

**Answer: C**

**QUESTION NO: 825**

127.0.0.1 is considered to be which of the following IP addresses?

- A. Dynamic address



- B. Loopback address
- C. Default gateway
- D. Broadcast address

**Answer: B**

**QUESTION NO: 826**

Which of the following commands would be used to list all listening ports on a system?

- A. NSLOOKUP
- B. NETSTAT -A
- C. NETSTAT -P
- D. IPCONFIG /ALL

**Answer: B**

**QUESTION NO: 827**

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

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

**Answer: C,E**

**QUESTION NO: 828**

Which of the following allows a program or port through a software firewall?

- A. Exception
- B. Pass-through
- C. Port-forwarding
- D. Punch-through

**Answer: A**

**QUESTION NO: 829**

Which of the following commands would allow a technician to map connectivity between IP addresses?

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

**Answer: B**

**QUESTION NO: 830**

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

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

**Answer: D**

**QUESTION NO: 831**

When installing a wireless access point, which of the following should be considered when limiting outside users?

- A. WAN speed
- B. Password strength
- C. Firmware updates
- D. Placement

**Answer: D**

**QUESTION NO: 832**

All of the following broadband types can be used for VoIP EXCEPT:

- A. cable.
- B. fiber.
- C. DSL.

D. satellite.

**Answer: D**

**QUESTION NO: 833**

When installing VoIP in a small office home office (SOHO), which of the following broadband connections would be the LEAST efficient?

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

**Answer: A**

**QUESTION NO: 834**

A screw has fallen inside the computer case, which of the following tools should be used to retrieve the screw?

- A. Screwdriver
- B. Extension magnet
- C. Anti-static wrist strap
- D. Loopback plugs

**Answer: B**

**QUESTION NO: 835**

When a technician is replacing anything inside the case, which of the following tools should be used?

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

**Answer: C**

**QUESTION NO: 836**

Which of the following IP addresses is used to test the functionality of a machine's NIC?

- A. 169.254.10.10
- B. 192.168.1.1
- C. 127.0.0.1
- D. 172.25.1.1

**Answer: C**

**QUESTION NO: 837**

After removing a virus from a machine, the user is still having problems connecting to the Internet. Which of the following should the technician check?

- A. Firewall settings
- B. SMTP settings
- C. Loopback address
- D. Proxy settings

**Answer: D**

**QUESTION NO: 838**

Which of the following tools can a technician use to remotely access a client's machine to find out which services are running?

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

**Answer: B**

**QUESTION NO: 839**

When a technician is installing a wireless access point, which of the following should be performed FIRST?

- A. Enable MAC filtering
- B. Disable DHCP

- C. Enable static IPs
- D. Change default passwords

**Answer: D**

**QUESTION NO: 840**

Which of the following settings is the MOST important to properly configure when trying to prevent a machine from being infected?

- A. UAC
- B. Automatic updates of the Windows OS
- C. System Restore
- D. Auto update of the antivirus program

**Answer: D**

**QUESTION NO: 841**

Which of the following commands compares two files then displays the differences?

- A. FC
- B. DIR
- C. XCOPY
- D. SFC

**Answer: A**

**QUESTION NO: 842**

A user states that a networked printer is not working today, yesterday the printer worked fine. The technician checks the user's print queue and sees several jobs in the queue. The queue is flushed, restarted, and the user is still having the same issue. Which of the following should be verified NEXT on the printer?

- A. That the WEP key is disabled
- B. That the fuser is not faulty
- C. That the IP is static

D. That the buffer is not overloaded

**Answer: C**

**QUESTION NO: 843**

When replacing components in a computer, which of the following tools should a technician use?

- A. Extension magnets
- B. Loopback plugs
- C. Anti-static pad
- D. Cable tester

**Answer: C**

**QUESTION NO: 844**

Which of the following tools is used to consolidate files and folders on a local drive?

- A. CHKDSK
- B. DEFRAG
- C. DISK CLEANUP
- D. Computer Management

**Answer: B**

**QUESTION NO: 845**

While at work, a client is trying to retrieve documents from their home computer. The client tries to connect to their home PC with the modem's IP address, but all the client receives is the modem's web interface.

Which of the following should the technician make sure is configured in regards to the modem?

- A. Port forwarding
- B. Gateway
- C. DHCP
- D. Proxy

**Answer: A**

**QUESTION NO: 846**

A user has downloaded a program that is now causing problems with the PC. Which of the following tools can a technician use to help bring the computer back to a usable state?

- A. Task scheduler
- B. System Restore
- C. Event Viewer
- D. Remote Desktop

**Answer: B**

**QUESTION NO: 847**

A computer's performance has degraded, which of the following tools can be used to troubleshoot this problem?

- A. System Information
- B. Task Scheduler
- C. Task Manager
- D. System Restore

**Answer: C**

**QUESTION NO: 848**

Which of the following commands will correct file system errors?

- A. CHKDSK
- B. NTBACKUP
- C. TRACERT
- D. DEFRAG

**Answer: A**

**QUESTION NO: 849**

A printer's documents have been getting lighter in print quality over the last month, now all the outputs are blank. Which of the following should be replaced?

- A. Roller kit
- B. Toner

- C. Drum
- D. Fuser

**Answer: B**

**QUESTION NO: 850**

A technician notices a machine's performance has degraded over time, and the startup and shutdown period has increasingly gotten longer. Which of the following should be used to increase disk performance?

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

**Answer: A**

**QUESTION NO: 851**

A technician needs to make changes to a batch file. Which of the following commands would the technician MOST likely use?

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

**Answer: D**

**QUESTION NO: 852**

Which of the following commands would a technician MOST likely use to reorganize files on a hard drive to increase performance?

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



**Answer: B**

**QUESTION NO: 853**

Which of the following commands would a technician MOST likely use to replace corrupted DLL files?

- A. XCOPY
- B. SFC
- C. DIR
- D. EDIT

**Answer: B**

**QUESTION NO: 854**

Which of the following commands would a technician use to view all files and folders located on a hard drive?

- A. DIR
- B. SFC
- C. XCOPY
- D. EDIT

**Answer: A**

**QUESTION NO: 855**

Which of the following commands would a technician use to remove all data from a drive?

- A. SFC
- B. XCOPY
- C. FORMAT
- D. COPY

**Answer: C**

**QUESTION NO: 856**

Which of the following commands would a technician use to troubleshoot network connectivity by determining where the data is being dropped?

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

**Answer: D**

**QUESTION NO: 857**

Which of the following commands would a technician use to determine the DNS servers that a workstation is currently using?

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

**Answer: C**

**QUESTION NO: 858**

Which of the following commands would a technician use to map a drive from a remote computer?

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

**Answer: B**

**QUESTION NO: 859**

Which of the following commands would a technician MOST likely use to create new directories?

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

**Answer: C**

**QUESTION NO: 860**

Which of the following commands would a technician MOST likely use to map a printer from a remote computer?

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

**Answer: A**

**QUESTION NO: 861**

Which of the following commands would a technician use to display IP and DNS settings on a machine?

- A. IPCONFIG /renew
- B. IPCONFIG /release
- C. IPCONFIG /all
- D. IPCONFIG

**Answer: C**

**QUESTION NO: 862**

Which of the following commands would a technician use to create a new directory?

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

**Answer: A**

**QUESTION NO: 863**

Which of the following connection types would MOST likely be installed to provide direct remote access

connectivity?

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

**Answer: D**

**QUESTION NO: 864**

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

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

**Answer: A**

**QUESTION NO: 865**

If available, which of the following connection types would MOST likely be installed to provide high speed connectivity?

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

**Answer: D**

**QUESTION NO: 866**

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

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

**Answer: C**

**QUESTION NO: 867**

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

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

**Answer: A**

**QUESTION NO: 868**

Which of the following WAP settings provides valid network IP addresses to its clients trying to connect via wireless?

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

**Answer: C**

**QUESTION NO: 869**

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

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

**Answer: D**

**QUESTION NO: 870**

Which of the following encryption methods needs to be configured inside of a WAP to provide the HIGHEST level of security on the network?

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

**Answer: A**

**QUESTION NO: 871**

Which of the following settings allows a custom application to access network resources when the default port is being blocked?

- A. Port triggering
- B. Port forwarding
- C. Port assignment
- D. Port priority

**Answer: B**

**QUESTION NO: 872**

Which of the following should be flashed on a firewall to make sure it is the most current version available?

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

**Answer: A**

**QUESTION NO: 873**

Which of the following would MOST likely need to be updated to reduce the risk of new exploits?

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

**Answer: C**

**QUESTION NO: 874**

When updated, which of the following will allow network access to new users?

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

**Answer: B**

**QUESTION NO: 875**

Which of the following will allow a technician to determine if the correct voltages are reaching the computer components? (Select TWO).

- A. Power supply tester
- B. Cable tester
- C. Loopback plugs
- D. Multimeter
- E. Butt set

**Answer: A,D**

**QUESTION NO: 876**

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

- A. PSU tester
- B. Loopback plug

- C. Cable tester
- D. Multimeter

**Answer: C**

**QUESTION NO: 877**

Which of the following interfaces has the SLOWEST transfer rate?

- A. eSATA
- B. eSATA2
- C. IEEE 1394b
- D. USB 2.0

**Answer: D**

**QUESTION NO: 878**

Which of the following commands will determine which Windows OS is running on the computer?

- A. VER
- B. VERIFY
- C. COPY
- D. SET

**Answer: A**