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Exam : 220-601

Title : A+ Essentials

Ver : 11-06-2008

QUESTION 1:

Which of the following are SCSI types that allow for 16 devices, including the adapter, to be connected on a single shared cable?

- A. Ultra Wide SCSI
- B. Fast SCSI
- C. Ultra SCSI
- D. Fast Wide SCSI
- E. Ultra 2 SCSI

Answer: A, D

Explanation: Wide SCSI buses support 16 devices, rather than the 8 devices specified in regular SCSI.

Incorrect Answers:

B: Fast SCSI supports a maximum of eight devices.

C: Ultra SCSI is capable of supporting a maximum of eight devices.

E: Ultra 2 SCSI can only support 8 devices.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 326.

QUESTION 2:

Which of the following is the SCSI ID number generally recommended for the CD-ROM?

- A. ID 0.
- B. ID 5.
- C. ID 2.
- D. ID 3.

Answer: D

Explanation: Every other device can be set to any number as long as it's not in use. It is a recommended practice in IT community to set the SCSI ID number for CD-ROM drives to 3.

Incorrect Answers:

A: Setting the bootable (or first) hard disk to ID 0 is the accepted IT community recommendation.

B: ID 3 would be the better choice to assign to the CD-ROM drive.

C: ID 2 is usually set aside for the Floppy drive.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 183.

QUESTION 3:

What do you call the part of a CD-ROM drive's head assembly that moves across the disk to read it?

- A. Read/Write Actuator.
- B. The Mechanical Frame.
- C. The Head Actuator.
- D. The Disk Spindle.

Answer: C

Explanation: The head actuator is the device that physically positions the read/write heads over the correct track on the surface of the disk. It is called the same for CD-ROMs, hard drives and floppy disks.

QUESTION 4:

The new Certkiller .com trainee technician wants to know which of the following has a transfer rate of 40 Mbps and a maximum cable length of 12 meters. How will you reply?

- A. SCSI-2
- B. Ultra 2 SCSI
- C. Ultra Wide SCSI
- D. Fast SCSI
- E. Ultra SCSI
- F. Fast Wide SCSI

Answer: B

Explanation: Ultra2 SCSI (8-bit) is capable of 40MB/s transfers, with a maximum cable length of 12 meters (39 feet), also used the same connectors as Fast-10.

Incorrect Answers:

- A: SCSI 2 has a transfer rate of 5Mbps and a maximum cable length of 6 meters
- C: Ultra Wide SCSI has a transfer rate of 40Mbps and a maximum cable length of 1.5 meters
- D: Fast SCSI has a transfer rate of 10Mbps and a maximum cable length of 3 meters
- E: Ultra SCSI has a transfer rate of 20Mbps and a maximum cable length of 3 meters
- F: Fast Wide SCSI has a transfer rate of 20Mbps and a maximum cable length of 1.5 meters

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 327.

QUESTION 5:

A Certkiller .com trainee asks you what the advantages of a 3 inch disk drive would be to: (Select TWO).

- A. run diagnostics in case of a problem with a system.
- B. load specialized RAID drivers.
- C. boot the computer in safe mode.
- D. load drivers for a new printer.
- E. backup large files before servicing a system.

Answer: A, B

QUESTION 6:

You are working as a technician at Certkiller .com. A user wants to know if flash memory technology is used in any of the following products. What will you answer him?

- A. PCMCIA hard drives are based on flash memory technology
- B. DVD RAMs are based on flash memory technology
- C. secure digital cards are based on flash memory technology
- D. floppy disks are based on flash memory technology
- E. None of the above is based on flash memory technology
- F. All of the above are based on flash memory technology

Answer: C

Explanation: Flash memory is non-volatile computer memory that can be electrically erased and reprogrammed. It is a technology that is primarily used in memory cards, USB flash drives (thumb drives, handy drive, memory stick, flash stick, jump drive), which are used for general storage and transfer of data between computers and other digital products.

QUESTION 7:

Where on a hard drive is data stored?

- A. On platters.
- B. On the memory Coil.
- C. On the Read/Write Heads.
- D. On the Spindles.

Answer: A

QUESTION 8:

What are the advantages attached to using a 3 inch disk drive? (Choose TWO.)

- A. It makes allowance for the running of diagnostics in the event of a problem occurring on your system.
- B. It makes allowance for the loading of specialized RAID drivers.
- C. It makes allowance for the safe mode booting of computers.
- D. It makes allowance for the loading of drivers for new printers.
- E. It makes allowance for the backing up of large files prior to servicing a system.

Answer: A, B

QUESTION 9:

You have a Windows based computer that is fitted with an NTFS formatted hard drive. Which percentage of the hard drive space is reserved for the master boot record (MBR) and file system markings?

- A. Between 25 and 30 %
- B. Between 3 and 15 %
- C. Between 15 and 20 %
- D. Between 0 and 3 %

Answer: B

QUESTION 10:

Flash memory technology is used for the operation of:

- A. A PCMCIA hard drive.
- B. A DVD RAM module.
- C. A Secure digital card.
- D. A floppy disk.

Answer: C

QUESTION 11:

How will you check for fragmented files on your hard drive?

- A. Run the CHKDSK utility.
- B. Run the DEFRAG utility.

- C. Run the FDISK utility.
- D. Run the REGEDIT utility.

Answer: B

QUESTION 12:

Which of the following is used as internal hard drive interfaces?

- A. Parallel and Series
- B. SATA and IDE
- C. USB and UDF
- D. USB and IDE

Answer: B

QUESTION 13:

How would you go about regaining the use of an older driver on a Windows XP computer?

- A. Replace the new driver by visiting the manufacturer's website and downloading and installing the older driver.
- B. Look for alternate drivers for the monitor and install the alternate driver.
- C. Look for the recommended procedure that should be followed in the Microsoft Knowledge Base articles.
- D. Return the operating system to a previous configuration using the System Restore.

Answer: D

QUESTION 14:

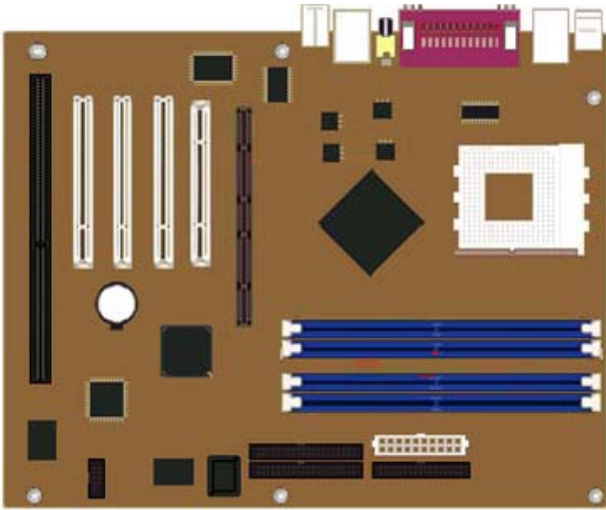
You have an Apple Macintosh computer. Which permissions will be available to you when an NTFS formatted external hard drive is attached to your computer?

- A. The Read Only permission.
- B. The Read Write permission.
- C. The Read Write Execute permission.
- D. The Execute permission.

Answer: A

QUESTION 15:

Identify the form factor of the following motherboard.



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

Answer: D

QUESTION 16:

Which of the following BEST describes the difference between the "baby" AT and ATX motherboards?

- A. The "baby" AT motherboard allows for the installation of more than two full-length expansion cards whereas the ATX motherboard allows for only one or two.
- B. The processor, memory, and expansion slots are all in line with each other on a "baby" AT motherboard, whereas the ATX motherboard has the processor and memory slots at right angles to the expansion cards.
- C. The ATX motherboard allows for the installation of more than two full-length expansion cards, whereas the "baby" AT allows for only one or two.
- D. The "baby" AT motherboard has a 20-pin power connector while the ATX has a 12-pin power connector.

Answer: B, C

Explanation: On the AT motherboards the processor, memory, and expansion slots are all in line with each other. Because the processor and memory were in line with the expansion slots, only one or two full-length cards could be used. Also, the processor was far from the power supply's cooling fan and would therefore tend to overheat unless a heat sink or processor fan was directly attached to it. To overcome the limitations of the "baby" AT design, the ATX motherboard was designed. The ATX has the processor and memory slots at right angles to the expansion cards. This puts the processor and memory in line with the fan output of the power supply, allowing the processor to run cooler. And, because those components are not in line

with the expansion cards, you can install full-length expansion cards in an ATX motherboard machine.

Incorrect Answers:

A: Because the processor and memory were in line with the expansion slots, only one or two full-length cards could be used. Also, the processor was far from the power supply's cooling fan and would therefore tend to overheat unless a heat sink or processor fan was directly attached to it.

D: The ATX motherboard has a 20-pin power connector that accepts a single power connector while the AT motherboard has a 12-pin power connector for the P8 and P9 connectors.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 61

QUESTION 17:

What is clock speed of the AGPx8 expansion slot?

- A. 66 MHz
- B. 133 MHz
- C. 266 MHz
- D. 533 MHz

Answer: D

Explanation: The AGPx8 has a clock speed of 533 MHz and has a transfer rate of about 2.1GB/s.

Incorrect Answers:

A: The original specification for AGP (AGPx1) has a clock speed of 66 MHz.

B: AGPx2 has a clock speed of 133 MHz.

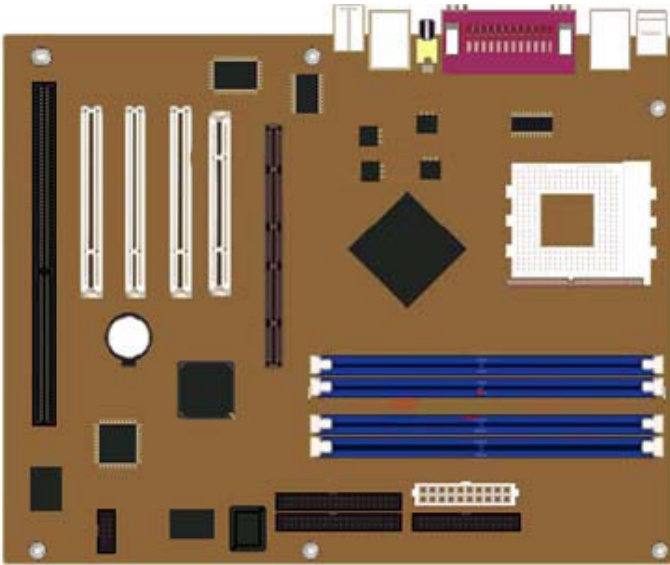
C: AGPx4 has a clock speed of 266 MHz.

Reference:

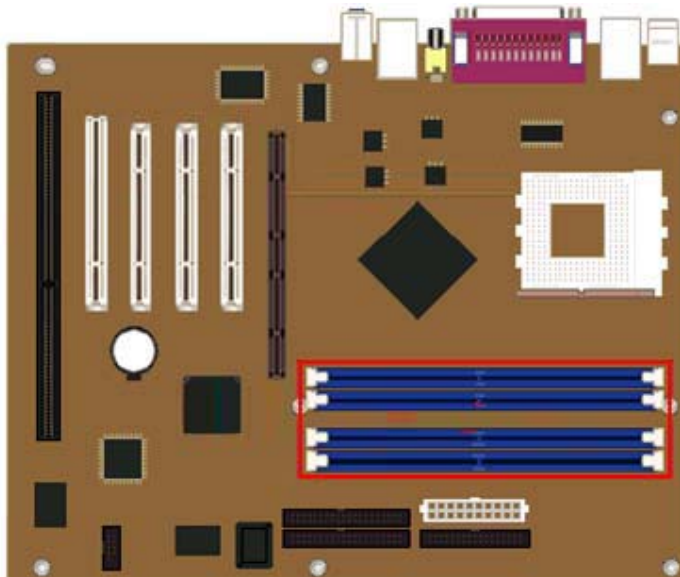
James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 236.

QUESTION 18:

Where on the following exhibit would you insert Random Access Memory (RAM)?



Answer:



Explanation: On an ATX motherboard, the RAM expansion slots are located at 90° to the ISA and PCI expansion slots. They can also be identified by their retaining clips.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 63-72.

QUESTION 19:

Which of the following components on the motherboard usually house the IDE connectors?

- A. PCI bus.
- B. North Bridge.

- C. ISA bus.
- D. South Bridge.

Answer: D

Explanation: The South Bridge is generally used for slower devices such as USB ports, IDE drives, and ISA slots.

Incorrect Answers:

A: The PCI bus is a sort of bridge between the processor and ISA bus.

B: The North Bridge is generally used for high-speed interface cards, such as video accelerators, Synchronous RAM (SRAM), and memory.

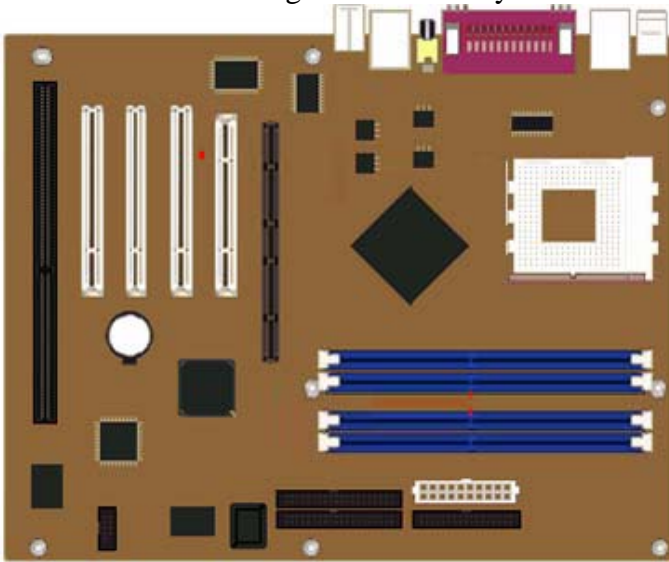
C: The ISA bus does not house the IDE connectors.

Reference:

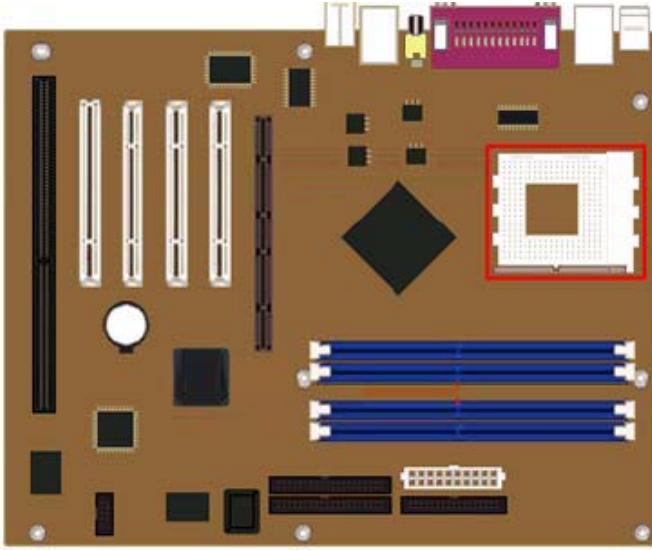
James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 80.

QUESTION 20:

Where on the following exhibit would you insert Central Processing Unit (CPU)?



Answer:



Explanation: The CPU is usually white in color, square shaped, has a retaining level and a number of pins.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 63-72.

QUESTION 21:

When a technician upgrades firmware on a motherboard he has to _____.

- A. flash the BIOS
- B. replace the CMOS chip
- C. replace the BIOS
- D. reset the CMOS

Answer: A

Explanation: CMOS is a memory chip that is designed to draw very little current. This memory is used to contain system configuration settings, BIOS passwords and time and date. BIOS is the Basic Input/Output System that could be referred to as the motherboards firmware. BIOS is contained on a chip that usually is soldered to the motherboard and should not be replaced. Flashing a BIOS is the term used when upgrading the program (or firmware) on the BIOS chip.

QUESTION 22:

You are working as a senior technician at Certkiller .com. A trainee wants to know which of the following that is the MOST commonly used solution to easily install a CPU on a motherboard?

- A. ZIF
- B. Base plate mount

- C. Thermal grease
- D. Pin grid array

Answer: A

Explanation: ZIF is an acronym for zero insertion force, a concept used in the design of IC sockets, invented to avoid problems caused by applying force upon insertion and extraction.

QUESTION 23:

You are working as a senior technician at Certkiller .com. A trainee wonders how you can ensure that the case and motherboard from different manufacturers. You tell him that there is a case and motherboard standard that guarantees compatibility among all adopters of the standard. This standard is known as the:

- A. AT Form Factor.
- B. ATX Form Factor.
- C. Micro-AT Form Factor.
- D. Low profile extended (LPX) and Mini-LPX Form Factor.

Answer: B

Explanation: The ATX (for Advanced Technology Extended) form factor was created by Intel in 1995. It was the first big change in computer case and motherboard design in many years. ATX overtook AT completely as the default form factor for new systems. ATX addressed many of the AT form factor's annoyances that had frustrated system builders. Other standards for smaller boards (including microATX, FlexATX and mini-ITX) usually keep the basic rear layout but reduce the size of the board and the number of expansion slot positions.

QUESTION 24:

You are working as a technician at Certkiller .com. You by accident drop a screw on the motherboard of a computer that you are upgrading. Which of the following could you use to retrieve the screw?

- A. plastic tweezers
- B. magnet
- C. needle nose pliers
- D. screw driver

Answer: A

QUESTION 25:

Which type of PC Card slot can be used to accommodate all the other physical PC card types?

- A. Type II
- B. Type III
- C. PCI Express
- D. Type I

Answer: B

QUESTION 26:

Which tool is most commonly used to install a CPU on a motherboard?

- A. A ZIF.
- B. A base plate mount.
- C. Thermal grease.
- D. A pin grid array.

Answer: A

QUESTION 27:

What is the case and motherboard standard that guarantees compatibility among all adopters of the standard called?

- A. The AT Form Factor.
- B. The ATX Form Factor.
- C. The Micros-AT Form Factor.
- D. The Low Profile extended (LPX) and Mini-LPX Form Factor.

Answer: B

QUESTION 28:

How will you go about retrieving a screw that was accidentally dropped on a motherboard?

- A. Use a plastic tweezers.
- B. Use a magnet.
- C. Use a needle nosed pliers.
- D. Use a screw driver.

Answer: A

QUESTION 29:

Which of the following computer components is capable of holding multiple input/output (I/O) cards?

- A. A Bus slot.
- B. A Riser card
- C. A memory card.
- D. An Integrated I/O card.

Answer: B

QUESTION 30:

What is the clock speed of a DDR16000 RAM module?

- A. 233 MHz
- B. 133 MHz
- C. 266 MHz
- D. 200 MHz

Answer: D

QUESTION 31:

In which of the following is the output from a power supply rated?

- A. Voltage.
- B. Watts.
- C. Hertz.
- D. Ohms.

Answer: B

Explanation: Power supplies are rated in Watts. Watt is the SI derived unit of power, equal to 1 Volt * 1 Ampere

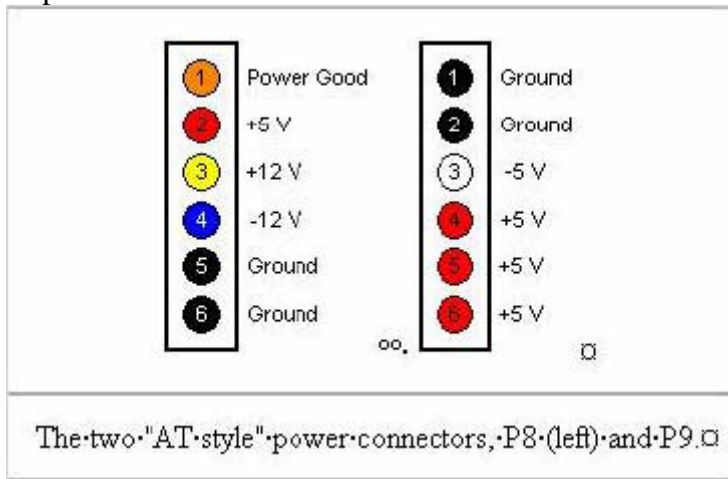
QUESTION 32:

When connecting the power cable of an AT power supply to the mother board, which two wires on the power connectors (P8/P9) should be together?

- A. The green wires.
- B. The white wires.
- C. The black wires.
- D. The brown wires.

Answer: C

Explanation:



QUESTION 33:

Which of the following sockets are used for a 3.4 GHz Pentium 4 processor?

- A. Socket 423
- B. Socket 462
- C. Socket 478
- D. Socket 754
- E. Socket A

Answer: C

Explanation: Socket 478 is a type of CPU socket used for Intel's Pentium 4 and Celeron series CPUs.

Incorrect Answers:

A: Socket 423 is a CPU socket that was used for the first Pentium 4 processors based on the Willamette core. However, it was short-lived as it quickly became apparent that it had inadequate electrical design, which would have not allowed many clock-speed rises above 2.0 GHz. It was replaced by Socket 478.

B, E: Socket A (also known as Socket 462) is the CPU socket used for AMD processors ranging from the Athlon K7 to the Athlon XP 3200+, and AMD budget processors including the Duron and Sempron.

D: Socket 754 is a CPU socket originally developed by AMD to succeed its powerful Athlon XP platform (Socket 462, also referred to as Socket A).

QUESTION 34:

How can HyperThreading be disabled on a 2.8 GHz Pentium 4 system?

- A. Disable HyperThreading in the system BIOS.
- B. Disable HyperThreading in the Device Manager.
- C. Disable HyperThreading on the motherboard.
- D. A Pentium 2.8 GHz CPU does not support HyperThreading

Answer: A

Explanation: To disable Hyper-Threading:
Press F9 at POST to enter ROM-Based Setup Utility (RBSU)
From the Main Menu, select Advanced Options
From the Advanced Options menu, select Hyper-Threading
Select Disabled.

QUESTION 35:

The new Certkiller .com trainee technician wants to know which memory module types are a specialization of DDR SDRAM and Synchronous Graphics RAM (SGRAM). How will you reply?

- A. EDO DRAM
- B. VRAM
- C. Standard (FPM) DRAM
- D. SGRAM

Answer: D

Explanation: Synchronous Graphics RAM (SGRAM) makes use of very fast memory transfers and incorporates specific design changes for certain acceleration features built into video cards.

Incorrect Answers:

A, B, C: EDO, VRAM and Standard (FPM) DRAM modules were created and are not a specialization of DDR SDRAM or SGRAM.

References:

James G. Jones and Craig Landes, A+ Exam Cram 2 (Exams 220-301 and 220-302), Second Edition, QUE, Alameda, CA, 2004, p. 134

QUESTION 36:

Which of the following RAM modules required 8 ns DRAM chips and was capable of operating at 125MHz?

- A. PC66
- B. PC100
- C. PC133
- D. PC800

Answer: B

Explanation: The PC100 SDRAM modules required 8 ns DRAM chips and was capable of operating at 125 MHz, the SDRAM modules prior to the PC100 standard used either 83MHz chips (12 ns) or 100 MHz chips at 10 ns.

Incorrect Answers:

A: The PC66 chip ran at a clock speed of 66 MHz.

C: The PC133 chip ran at a clock speed of 133 MHz.

D: The PC800 chip ran at a clock speed of 800 MHz.

References:

James G. Jones and Craig Landes, A+ Exam Cram 2 (Exams 220-301 and 220-302), Second Edition, QUE, Alameda, CA, 2004, p. 116

QUESTION 37:

Which two of the following describes the number of pins normally associated with Dual Inline Memory Modules (DIMMs)? (Select TWO.)

- A. 30
- B. 72
- C. 144
- D. 168
- E. 184

Answer: D, E

Explanation: DIMMs are available in 168 and 184 pin versions.

Incorrect Answers:

A: Single Inline Memory Modules (SIMMs) come in 30 and 72 pin versions.

B: Single Inline Memory Modules (SIMMs) and Small Outline DIMMs (SODIMMs) come in 72 pin versions.

C: Small Outline DIMMs (SODIMMs) come in 72, 144, and 200 pin versions.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 65-67, 120-122.

QUESTION 38:

Which of the following memory modules must be installed in pairs?

- A. 72-pin SIMMs
- B. 168-pin DIMMs
- C. 184-pin DIMMs.
- D. 184-pin RIMMs.

Answer: D

Explanation: RIMMs are 16 bit wide and must be installed in pairs.

Incorrect Answers:

A: 72-pin SIMMs are 32 bits wide and can be installed singularly.

B, C: DIMMs are 64 bit wide and can be installed singularly.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 120-122.

QUESTION 39:

What is the bandwidth supported by a RIMM module?

- A. 8-bits
- B. 16-bits
- C. 32-bits
- D. 64-bits

Answer: B

Explanation: The 184-pin RIMM is 16-bits wide.

Incorrect Answers:

A: A 30-pin SIMM is 8-bits wide and is commonly found on 386 and early 486 computers.

C: The 72-pin SIMM and the 72-pin SODIMM is 32-bits wide and can be installed singularly in 32-bit systems.

D: The 168- and 184-pin DIMM and the 144- and 200-pin SODIMM is 64-bits wide.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 65-67, 120-122.

QUESTION 40:

Which of the following has 184-pins and is 16-bits wide?

- A. SIMMs
- B. DIMMs
- C. RIMMs
- D. SODIMMs

Answer: C

Explanation: RIMM is the only memory module that is 16-bits wide. In addition, RIMM is only available in 184-pin version.

Incorrect Answers:

A: A 30-pin SIMM is 8-bits wide while 72-pin SIMM is 32-bits wide.

B: The 168- and 184-pin DIMM is 64-bits wide.

D: The 72-pin SODIMM is 32-bits wide and the 144- and 200-pin SODIMM is 64-bits wide.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 65-67, 120-122.

QUESTION 41:

There are many types of memory chips that can be installed on a computer. Which type should be installed in pairs to ensure functionality?

- A. FPM memory.
- B. DDR memory.
- C. RIMM memory.
- D. SDRAM memory.

Answer: C

QUESTION 42:

What is the correct way to handle memory equipment?

- A. Leave the side panels of the computer open while performing an extended burn-in test on new memory modules.
- B. Place the memory chip in an anti-static bag prior to carrying it to the work area.
- C. Remove the old memory modules from the computer using a rubber handled needle nose pliers.
- D. Place the memory chip on the anti-static bag while preparing for the installation.

Answer: B

QUESTION 43:

Which type of memory will allow you to write to it permanently?

- A. SRAM
- B. DRAM
- C. ROM
- D. DDR SDRAM

Answer: C

QUESTION 44:

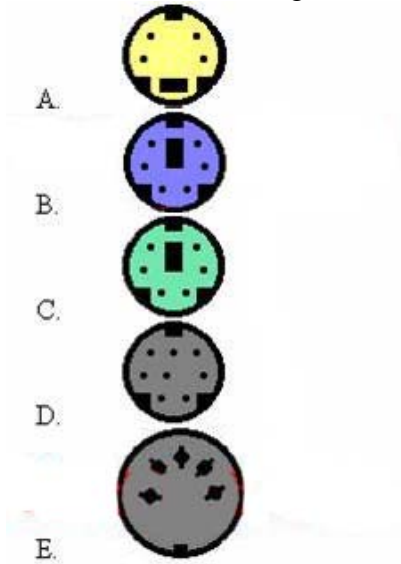
What unit is used to measure the size of computer random access memory (RAM)?

- A. Kilobit
- B. Megabit
- C. Gigabit
- D. Byte

Answer: D

QUESTION 45:

Which of the following is the S-Video connector?



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

Answer: A

Explanation:

S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

Incorrect Answers:

B: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

C: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.

D: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

E: The AT keyboard is attached to a 180° DIN 5 connector on the motherboard

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 46:

A female DB-15 socket with three rows of five sockets is used for _____.

- A. an EGA/CGA video port
- B. a network transceiver port
- C. a VGA/SVGA video adapter
- D. a joystick port

Answer: C

Explanation: If there are three rows of five, it's probably a VGA/SVGA video adapter.

Incorrect Answers

A: An EGA/CGA video port uses a female DB-9 connector.

B, D: If it's one row of eight and one row of seven, it might be a network transceiver port or, more commonly, a joystick port.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 17.

QUESTION 47:

Which of the following is the VGA monitor connector?



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

Answer: B

Explanation: The VGA monitor uses a DB-15 connector that consists of three rows of five pins each and is usually color coded blue.

Incorrect Answers:

A: The serial port is a DB-9 male connector.

C: The games controller is a DB-15 female connector with two rows of pins.

D: The parallel port is a DB-25 female connector and is usually color coded pink.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 196-216.

QUESTION 48:

From the following display types takes up the least space on a desk?

- A. Terminal
- B. LCD
- C. CRT
- D. LED

Answer: B

QUESTION 49:

You work as a senior technician at Certkiller .com. A trainee asks you if you know how many pins there is in a SVGA connection. What will you answer him?

- A. 25
- B. 9
- C. 20
- D. 15

Answer: D

Explanation: A (S)VGA connector as it is commonly known (other names include RGB connector, D-sub 15, mini sub D15 and mini D15) is a three-row 15 pin DE-15.

QUESTION 50:

What number of pins will you find on a SVGA connection?

- A. 25 pins
- B. 9 pins
- C. 20 pins
- D. 15 pins

Answer: D

QUESTION 51:

Which of the following technology pieces has bus slot architecture?

- A. A SATA hard drive.
- B. An AGP video card.
- C. A SCSI hard drive.
- D. RIMM.

Answer: B

QUESTION 52:

What does one call the part of the head assembly that moves across the CD-Rom in a CD-ROM drive?

- A. The Disc Loading Mechanism.
- B. The Photo Detector.
- C. The Head Actuator.
- D. The Spindle Actuator.

Answer: C

QUESTION 53:

After completing the installation of your internal and external SCSI devices that connects to an Adaptec AHA-1542s SCSI adapter, you find that none of the devices works. Which of the following should you do first to try and fix the problem?

- A. Disconnect all devices and start over.
- B. Remove the adapter and replace with a new one.
- C. Change the SCSI ID's
- D. Enable termination on the adapter.

Answer: D

Explanation: Some adapter cards like the Adaptec AHA-1542s still need to have terminators installed. If you set up both internal and external devices and none of them work, try enabling termination on it to see if that fixes the problem.

Incorrect Answers:

A:

Disconnecting all the devices and starting over will not solve the problem as you need to enable termination on the adapter.

B: You do not have to remove and replace the adapter; you need to enable termination on it to make it function properly.

C: Changing the SCSI IDs will not solve the problem when all that is necessary is to enable termination on the adapter to enable proper functioning of the SCSI devices.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 182.

QUESTION 54:

Which of the following computer standard supports a data transfer rate of 400 Mbps and up to 63 devices?

- A. USB 1.1
- B. USB 2.0
- C. IEEE 1394
- D. Ultra SCSI 2

Answer: C

Explanation: The IEEE 1394 standard also known as FireWire supports data transfer speeds of 400 Mbps, although IEEE 1894b has a data transfer speed of 800 Mbps.

Incorrect Answers:

- A: The maximum data transfer rate speed of USB 1.1 is 12 Mbps.
- B: The maximum data transfer rate speed of USB 2.0 is 480 Mbps.
- D: The maximum data transfer rate speed of Ultra SCSI 2 is 80 Mbps.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, p. 130

QUESTION 55:

Which of the following is the Color-Code used for the keyboard Port on a new PC that uses a mini-DIN 6 Connector?

- A. Pink
- B. Blue
- C. Green
- D. Purple

Answer: D

Explanation: The purple mini-DIN 6 pin is used for the PS/2 keyboard.

Incorrect Answers:

- A: The monitor connector is usually color-coded blue but it takes a high density DB-15 connector, not a mini-DIN 6 connector.
 - B: The parallel port connector is usually color-coded pink but it takes a DB-25 connector, not a mini-DIN 6 connector.
 - C: The green mini-DIN 6 pin is used for the PS/2 mouse.
-

QUESTION 56:

Which of the following connectors are used for serial ports? (Select all that apply.)

- A. A female DB-9
- B. A male DB-25
- C. A female DB-15
- D. A male DB-9
- E. A female DB-25

Answer: B, D

Explanation: Both the DB-25 and DB-9 MALE connectors are used for serial ports.

Incorrect answers:

A: A Female DB-9 connector is used for EGA/CGA video ports.

C: A Female DB-15 connector is used for VGA/SVGA video adapters.

E: A female DB-25 connector is used for parallel ports.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 17and18.

QUESTION 57:

A female DB-25 connector is commonly used for which of the following applications?

- A. A parallel cable.
- B. A SCSI connector.
- C. A parallel port.
- D. An EGA/CGA video port.
- E. A VGA/SVGA video adapter.

Answer: C

Explanation: The DB-25 connector is most commonly used on a parallel port.

Incorrect answers:

A: A parallel cable makes use of a Centronics 36 connector

B: A SCSI connector makes use of a Centronics 50 connector.

D: An EGA/CGA video port makes use of a DB-9 connector.

E: A VGA/SVGA video adapter makes use of a DB-15 connector.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 17and18.

QUESTION 58:

The new Certkiller .com trainee technician wants to know which of the following could be used for connecting a mouse to the computer. How will you reply? (Select THREE.)

- A. 6-pin MINI-DIN connector plug.
- B. DIN-5 connector plug.
- C. DB-9-to-25-pin adapter.
- D. DIN-9 connector plug.

Answer: A, C, D

Explanation:

A 6-pin MINI-DIN connector plug is more commonly known as a PS/2 connector. PS/2 mouse interface is a type of mouse interface that uses a round, DIN-6 connector that gets its name from the first computer it was introduced on, the IBM PS/2.

All computers came with at least one serial port that the mouse could use with its female DB-9 connector. If the serial port was of the 25-pin variety, the user could plug the mouse's DB-9 connector into the adapter that was usually included with the mouse to allow it to work.

A DIN-9 connector plug is used to connect to a bus mouse port.

Incorrect answers:

B: A DIN-5 connector plug is used for older keyboards.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 232, 236, 237, 238, and 856.

QUESTION 59:

The new Certkiller .com trainee-technician wants to know what is the Color-Code used for the mouse Port on a new PC that uses a mini-DIN 6 Connector. How will you reply?

- A. Pink
- B. Blue
- C. Green
- D. Purple

Answer: C

Explanation: The green mini-DIN 6 pin is used for the PS/2 mouse.

Incorrect Answers:

A: The monitor connector is usually color-coded blue but it takes a high density DB-15 connector, not a mini-DIN 6 connector.





B: The parallel port connector is usually color-coded pink but it takes a DB-25

connector, not a mini-DIN 6 connector.

D: The purple mini-DIN 6 pin is used for the PS/2 keyboard.

QUESTION 60:

Which of the following is a serial port connector?

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

Answer: A

Explanation: The serial port is a DB-9 male connector.

Incorrect Answers:

B: The VGA monitor uses a DB-15 connector that consists of three rows of five pins each and is usually color coded blue.

C: The games controller is a DB-15 female connector with two rows of pins.



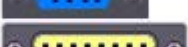

D: The parallel port is a DB-25 female connector and is usually color coded pink.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 196-216.

QUESTION 61:

Which of the following is a RS-232 connector?

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

Answer: A

Explanation: RS-232 is the serial port, which is a DB-9 male connector.

Incorrect Answers:

B: The VGA monitor uses a DB-15 connector that consists of three rows of five pins each and is usually color coded blue.

C: The games controller is a DB-15 female connector with two rows of pins.

D: The parallel port is a DB-25 female connector and is usually color coded pink.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 196-216.

QUESTION 62:

Which of the following is a parallel port connector?



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

Answer: D

Explanation: The parallel port is a DB-25 female connector and is usually color coded pink.

Incorrect Answers:

A: The serial port is a DB-9 male connector.

B: The VGA monitor uses a DB-15 connector that consists of three rows of five pins each and is usually color coded blue.

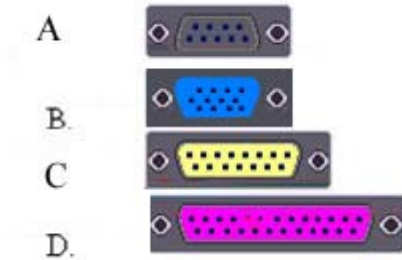
C: The games controller is a DB-15 female connector with two rows of pins.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 196-216.

QUESTION 63:

Which of the following is used to connect a game controller, such as a joystick?



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

Answer: C

Explanation: The games controller is a DB-15 female connector with two rows of pins.

Incorrect Answers:

A: The serial port is a DB-9 male connector.

B: The VGA monitor uses a DB-15 connector that consists of three rows of five pins each and is usually color coded blue.

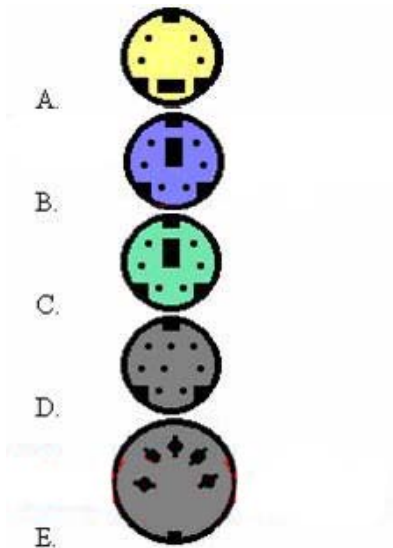
D: The parallel port is a DB-25 female connector and is usually color coded pink.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 196-216.

QUESTION 64:

Exhibit:



Refer to the exhibit.

To which of the following would you attach an AT keyboard?

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

Answer: E

Explanation: The AT keyboard is attached to a 180° DIN 5 connector on the motherboard.

Incorrect Answers:

A: The S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

B: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

C: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.




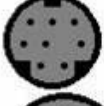

D: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 65:

To which of the following would you attach a PS/2 keyboard?

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

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

Answer: B

Explanation: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

Incorrect Answers:

A: The S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

C: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.

D: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

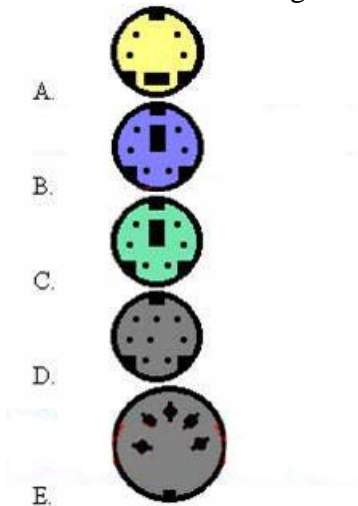
E: The AT keyboard is attached to a 180° DIN 5 connector on the motherboard.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 66:

Which of the following are keyboard connectors? (Select all that apply.)



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

Answer: B, E

The keyboard can be attached to a 180° DIN 5 connector or a mini-DIN 6 connector on the motherboard. The mini-DIN 6 connector to which a keyboard is connected is usually color coded purple.

Incorrect Answers:

A: The S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

C: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.

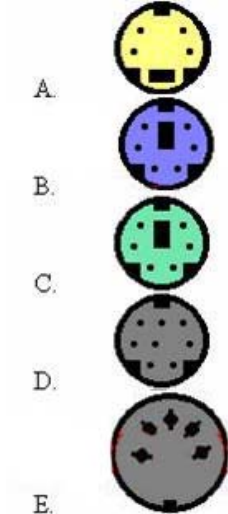
D: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 67:

To which of the following would you attach a PS/2 mouse?



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

Answer: C

The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.

Incorrect Answers:

A: The S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

B: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

D: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

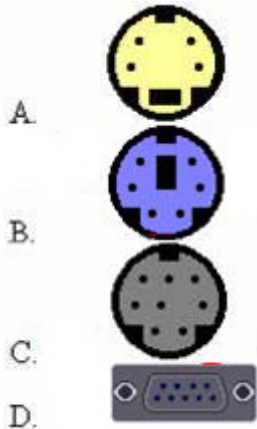
E: The AT keyboard is attached to a 180° DIN 5 connector on the motherboard.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 68:

Which of the following a serial port on an Apple Macintosh computer?



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

Answer: C

Explanation: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

Incorrect Answers:

A: The S-Video connector is usually located to the graphics card and is a mini-DIN 4 connector.

B: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

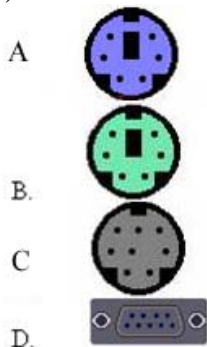
D: The serial port on an IBM PC computer is a DB-9 male connector.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 69:

To which of the following could you attach a mouse on an IBM PC? (Select all that apply.)



- A. A

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

Answer: B, D

Explanation: The mouse can be attached to a DB-9 connector or a mini-DIN 6 connector on the motherboard. The mini-DIN 6 connector to which a mouse is connected is usually color coded green.

Incorrect Answers:

A: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

C: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 70:

You are working as a technician at Certkiller .com. A user wishes to buy a new keyboard that is connected through USB, but he says that he already has 2 USB devices and is concerned that he won't be able to connect another one. How many USB devices can be connected to a system at the same time? What will you tell the user?

- A. 7
- B. 15
- C. 127
- D. 126

Answer: C

Explanation: A USB system has an asymmetric design, consisting of a host multitude of downstream USB ports, and multiple peripheral devices connected in a tiered-star topology. Additional USB hubs may be included in the tiers, allowing branching into a tree structure, subject to a limit of 5 levels of tiers per controller. Up to 127 devices, including the hub devices, may be connected to a single host controller.

QUESTION 71:

You are working as a technician at Certkiller .com. You are asked to troubleshoot a new computer where the user has observed that the USB ports are not working with any USB devices. Which of the following should you do FIRST?

- A. Check the computer to verify that the jumper settings for USB are correct.

- B. Connect the USB devices to a different computer to test the devices.
- C. Buy new USB wires and test USB functionality.
- D. Check the BIOS to verify that USB functionality is enabled.

Answer: D

Explanation: Some motherboards have USB support disabled when they are shipped from factory.

QUESTION 72:

Why would you recommend wireless IEEE 802.11g and not wireless IEEE 802.11b?

- A. Wireless IEEE 802.11b is not supported by Windows XP Service Pack 2.
- B. Wireless 802.11g has less interference.
- C. Wireless 802.11g moves data at a faster rate.
- D. Wireless 802.11g has a greater distance range over which it can be applied.

Answer: C

QUESTION 73:

What is the maximum number of peripherals that may be connected to a system via a USB port?

- A. 7
- B. 15
- C. 127
- D. 130

Answer: C

QUESTION 74:

When installing a new CPU, what is applied directly to the CPU?

- A. Cooling liquid.
- B. Thermal compound.
- C. A heat sink.
- D. A fan.

Answer: B

Explanation: Thermal grease(also called thermal compound, heat paste, thermal paste, or heat sink compound) is a substance that increases thermal conductivity

between the surfaces of two or more objects. In electronics, it is often used to aid a component's thermal dissipation via a heat sink.

QUESTION 75:

While installing an IDE device, you find that the cable to connect the IDE device is not keyed. Which of the following should you do? (Select all that apply.)

- A. Locate the red stripe on the cable, and connect to the device with the red stripe lining up to pin #1.
- B. Attach cable any way that fits.
- C. If there is also no red stripe, Locate the blue stripe on the cable, and connect to the device with the blue stripe lining up to pin #1.
- D. Purchase a new cable.

Answer: A, C

Explanation: When connecting the drives to the controller, you need to make sure that the red stripe is oriented so the wire it represents is connected to pin #1 on the drive and pin #1 on the controller.

In cases where there is no red stripe then you would need to locate the blue stripe and follow the same procedure.

Incorrect Answers:

B: Attaching the cable any way that fits will not necessarily ensure that the computer will read the IDE device since it might then not communicate with the controller.

D: Purchasing a new cable is unnecessary when all that is required is to make sure that the red stripe on the cable corresponds to pin#1.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 171.

QUESTION 76:

Which of the following is a task that you have to perform when installing SCSI devices?

- A. Set the jumpers for master/slave.
- B. Perform a low-level format the SCSI drive
- C. Assign each SCSI device a unique ID number.
- D. Set the drive type in the CMOS setup.

Answer: C

Explanation: To properly configure SCSI devices, the ends of the chain(s) must be properly terminated and each device must have a unique ID. Thus once your SCSI devices are correctly connected, you need to assign each device a unique SCSI ID

number.

Incorrect Answers:

A: This is done when hard drives are installed. They might also be SCSI devices, but the question pertinently asks for SCSI devices and not only pertaining to hard drives.

B: Formatting is done after installation.

D: This is not done when installing SCSI devices.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 183.

QUESTION 77:

Which of the following gives the proper sequence for installing master and slave IDE drives?

A. Mount the drive in the carrier, connect the cable to the drive, install the drive in the computer, and configure the drive

B. Mount the drives in the carrier, connect the 40-pin cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

C. Mount the drive in the carrier, connect the master drive after the twist in the cable, connect the slave drive before the twist in the cable, install the drives in the computer, and configure the drives.

D. None of the above.

Answer: B

Explanation: The basic steps for installing IDE Drives are: Mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

Incorrect Answers:

A: The sequence is plausible except that it does not make provision for the installation of master and slave drives.

C: The sequence is not correct since you need to first mount the drives in the carrier, then connect the cable to the drives and not as suggested by this option.

D: This is irrelevant. You got to have a basic sequence to install drives.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 173 & 174.

QUESTION 78:

Which of the following determines the master or slave in a system that supports two IDE devices?

- A. A twist in the cable.
- B. Which device was installed first.
- C. The jumper settings.
- D. The BIOS.

Answer: C

Explanation: You implement the master/slave setting by jumpering a set of pins.

Incorrect Answers:

- A: Determines the drive letter for Floppy drives.
- B: When you install a second drive, you have to configure it so that the controller on one drive is active and the other drives use the controller on this drive for their instructions.
- D: the BIOS come into play only after configuring the devices as master/slave.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 170, 174, 175, and 176.

QUESTION 79:

A second hard disk drive which was recently installed on a Certkiller .com computer is not being recognized by the system. All the cables and jumper settings are in order. What can the technician do to locate the cause of this problem?

- A. Verify that the hard disk drive has been formatted.
- B. Update or repair the MBR.
- C. Verify that the hard disk drive has an active partition.
- D. Verify that the BIOS has been configured to detect a second hard disk drive.

Answer: D

Explanation: Sometimes BIOS has IDE slots, not used at delivery, disabled. Another possible solution, although not an option here, could be faulty master/slave settings on the new hard disk drive.

QUESTION 80:

You work as a network technician at Certkiller .com.
You install a second hard drive on a PC. The PC does not detect the new hard drive.
You verify that the cables are connected correctly and that the hard drive has the correct jumper settings.
What could cause the problem?

- A. The hard drive has not yet been partitioned.
- B. The boot order settings in the BIOS are incorrect.
- C. The hard drive has not yet been formatted.
- D. The BIOS has not been configured to detect a second hard drive.

Answer: D

Explanation: The BIOS could be configured not to check for a second hard drive.

QUESTION 81:

Why should a technician that is working with a computers hardware wear an anti-static wrist strap?

- A. The wrist strap will protect your hands from burn injury caused to built up static electricity.
- B. The wrist strap will prevent computer components from being damaged by static electricity.
- C. The wrist strap will protect you from getting an electrical shock caused by static electricity.
- D. The wrist strap will prevent degaussing of the hard drive.

Answer: B

Explanation: An antistatic wrist strap or ESD wrist strap is a device used to prevent electrostatic discharge (ESD) by safely grounding a person working on electronic equipment. It consists of a stretchy band of fabric with fine conductive fibers woven into it. The fibers are usually made of carbon or carbon-filled rubber, and the strap is bound with a stainless steel clasp or plate. They are usually used in conjunction with an anti-static mat on the workbench, or a special static-dissipating plastic laminate on the workbench surface. Computer components are highly sensitive to ESD.

QUESTION 82:

On which physical part of a hard drive is the data stored?

- A. Platters.
- B. Actuator.
- C. Sector.
- D. Cylinder.

Answer: A

Explanation: A hard disk platter (or disk) is a component of a hard disk drive: it is the circular disk on which the magnetic data are stored. The rigid nature of the platters in a hard drive is what gives them their name (as opposed to the flexible materials which are used to make floppy disks). Hard drives typically have several platters which are mounted on the same spindle.

QUESTION 83:

You are working as a technician at Certkiller .com. All Certkiller .com's computers run Windows XP. A user calls you to ask how he should disconnect his external USB hard drive. Which of the following should you advice the user to do FIRST?

- A. Eject the storage device using the Safely Remove Hardware icon.
- B. Power down the storage device mechanically.
- C. Unplug the storage device with a fluid motion.
- D. Power down the laptop before disconnecting the storage device.

Answer: A

QUESTION 84:

You are working as a technician at Certkiller .com. You have just finished replacing a floppy drive in a computer but the system does not recognize the new floppy drive. Which of the following is MOST likely the cause?

- A. The device ID is set incorrectly.
- B. The drive model is not compatible with the system.
- C. The drive capacity is too small.
- D. The cable is not inserted correctly.

Answer: D

QUESTION 85:

You need to remove a driver that was installed on a Windows XP Professional computer. What should you do?

- A. Use Environment Variables.
- B. Use Roll Back Driver.
- C. Use Hardware Profiles.
- D. Use Windows Update.

Answer: B

QUESTION 86:

What is the reason why a system will not recognize a newly installed floppy drive?

- A. An incorrectly set device ID.
- B. An incompatible drive model.
- C. A too small hard drive.
- D. An incorrectly inserted cable.

Answer: D

QUESTION 87:

How many pins are there in an IDE ribbon cable?

- A. 40 pins
- B. 50 pins
- C. 16 pins
- D. 34 pins

Answer: A

QUESTION 88:

You installed a 300 GB internal hard drive in a Windows 2000 computer. However, the drive only shows 137 GB. You need to address the issue. What should you do?

- A. Change the EIDE drive to a SATA drive.
- B. Install a Service Pack 1 or higher update from the Microsoft web site.
- C. Use Disk Management to reformat the hard drive.
- D. Use the Windows 2000 installation CD to reboot the system and partition and format the 3000 GB hard drive in Windows Setup.

Answer: B

QUESTION 89:

Which of the following actions should be taken prior to installing a new device? (Choose TWO.)

- A. Check the manufacturer of the device.
- B. Ascertain the dimensions of the device.
- C. Verify whether the operating system on the computer will support the device.
- D. Check the color of the device.

Answer: B, C

QUESTION 90:

You want to setup dual monitors on a Certkiller .com laptop. You right-click on Windows Desktop, select Display Properties and select the Settings tab. What should you do next?

- A. Select Detect monitors.

- B. Select the Second Display and check Extend the Desktop.
- C. Set the Resolutions and Color Depths.
- D. Select Dual View.

Answer: B

Explanation: Extended Desktop mode: In this mode, you extend your mobile PC screen space by using an additional display (whether a monitor or a projector screen). You can then use each screen independently. This mode is well suited for presentations because you can display the slides on one screen (usually the projector), and then hide notifications and other miscellaneous messages, and complete other tasks, such as taking notes, on your mobile PC screen. This mode is also very useful when you want to extend your workspace while using your mobile PC at your desk.

QUESTION 91:

A Certkiller .com technician upgrades the video driver on a Windows XP computer. Now the computer will not boot up properly. What should the technician do FIRST?

- A. Revert to the Last Known Good Configuration.
- B. Run the Recovery Console.
- C. Start the computer in Safe Mode and Roll Back the driver.
- D. Re-install the operating system.

Answer: C

Explanation: Rolling back the installed device driver in Safe Mode should always be the first thing to try whenever a computer is not booting after a device driver upgrade.

QUESTION 92:

Which of the following video card format would you recommend for serious video game enthusiasts?

- A. 256MB PCI Express
- B. 32 MB
- C. 256MB AGP
- D. 128MB AGP

Answer: A

QUESTION 93:

A Certkiller .com technician has to install a new multimedia device. From the following which should he consider? (Select TWO.)

- A. The manufacturer of the device.
- B. The physical dimensions of the device.
- C. Whether the operating system supports the device.
- D. The length of the warranty.

Answer: B, C

Explanation: Will the new multimedia device fit? And is it supported in the running operating system? Length of warranty and brand of manufacturer should be of little or no concern to the technician, more for the user or maybe those that pay for the device.

QUESTION 94:

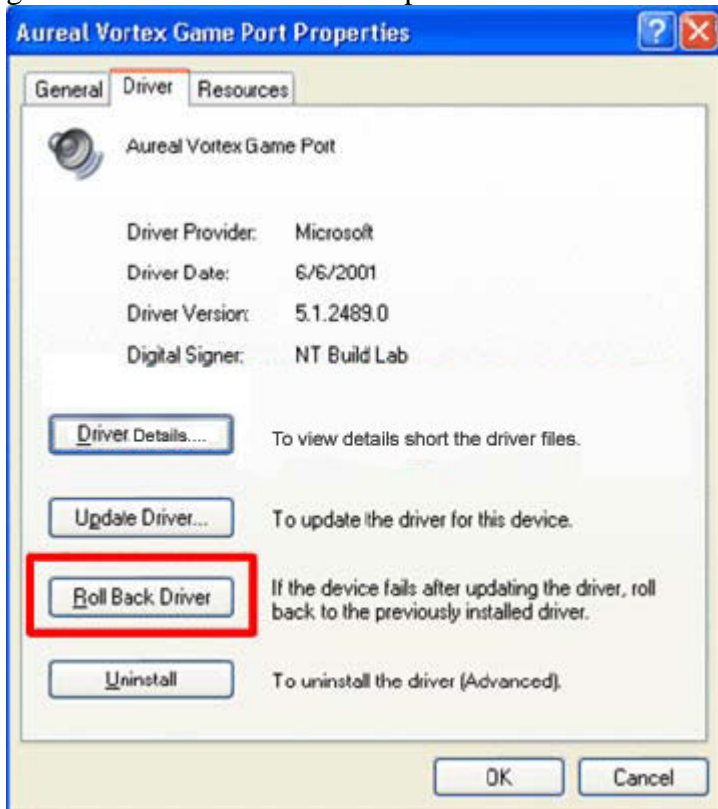
As a Certkiller .com technician you have updated the sound device drivers on a workstation. After this you notice that the sound device is no longer functioning properly. Which of the following could you use in order to remove the device driver?

- A. Environment Variables
- B. Roll Back Driver
- C. Hardware Profiles
- D. Windows Update

Answer: B

Explanation: Each time you update a driver, Windows XP automatically saves a copy of the previous driver on your computer. If you think a recent driver update may be making your computer unstable, you can use the Driver Rollback feature to

get rid of the new driver and replace it with the last one that worked.



QUESTION 95:

What is the first step that should be taken when installing a computer component?

- A. You should disconnect the motherboard from the power supply.
- B. You should unplug the system.
- C. You should equip yourself with an anti-static wrist strap.
- D. You should remove the screws from the side panel of the computer chassis.

Answer: B

QUESTION 96:

How will you go about safely removing hot swappable devices from your system?

- A. Use a hardware removal tool.
- B. Use System Tools.
- C. Use SCANDISK
- D. Use MSCONFIG

Answer: A

QUESTION 97:

You need to upgrade the firmware on a motherboard. What should you do?

- A. You must flash the BIOS.
- B. You must replace the system battery.
- C. You must replace the system RAM.
- D. You must reset the BIOS.

Answer: A

QUESTION 98:

You are the Certkiller .com technician charged with performing a hardware upgrade on a PC. What will you do before performing the procedure?

- A. Back up all the data.
- B. Determine the amount of RAM available.
- C. Scan the hard disk for errors.
- D. Download the Latest BIOS and drivers for the existing components.

Answer: A

Explanation: You should always backup data to ensure that no user data would be lost.

Incorrect Answers:

B: The available RAM should not affect the upgrade.

C, D: Disk errors, the BIOS and drivers for the existing components would not affect the upgrade.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 177-184.

QUESTION 99:

In the troubleshooting and repair process select one of the options below that would be the best way to reduce redundant effort.

- A. Document activities and outcomes of repair steps.
- B. Verify the problem and the solution.
- C. Identify the outcomes.
- D. Test repair steps.

Answer: A

QUESTION 100:

You are a Certkiller senior technician and a trainee approaches you with a question. He wants to know which disaster recovery methods that require a system backup done with the Windows XP Backup Utility in order to function. What will your answer be?

- A. Automated System Recovery
- B. Recovery Console
- C. Last Known Good Configuration
- D. System Restore

Answer: A

Explanation: ASR is a recovery option that has two parts: ASR backup and ASR restore. You can access the backup portion through the Automated System Recovery Preparation Wizard located in Backup. The Automated System Recovery Preparation Wizard backs up the System State data, system services, and all disks associated with the operating system components. It also creates a floppy disk, which contains information about the backup, the disk configurations (including basic and dynamic volumes), and how to accomplish a restore.

QUESTION 101:

You are working as a senior technician at Certkiller .com. You are teaching a few trainees about troubleshooting techniques. Which of the following steps in the troubleshooting and repair process would you say is MOST effective to reduce redundant effort?

- A. Document activities and outcomes of repair steps.
- B. Verify the problem resolution.
- C. Identify the root cause of the failure.
- D. Discuss the problem with the user and identify any recent changes.

Answer: A

Explanation: You should always document the steps performed during repairs and troubleshooting. That way you can ensure that similar tasks in the future are solved much quicker.

QUESTION 102:

Which disaster recovery method requires a prior system backup with the Windows XP Backup Facility to function properly?

- A. The Automated System Recovery method.

- B. The Recovery Console.
- C. The Last Known Good Configuration.
- D. The System Restore.

Answer: A

QUESTION 103:

Your Windows based computer displays a black screen and a message stating "NTDLR is missing" directly after the BIOS is flashed, but does not boot. You need to repair the computer. What should you do?

- A. Use Safe Mode to boot your computer.
- B. Use the Last Known Good Configuration to boot your computer.
- C. Use the Recovery Console to boot the computer.
- D. Make use of System Restore.

Answer: C

QUESTION 104:

Which of the following statements best fits the reason why a computer would continuously restart without reaching the Windows Desktop?

- A. There are some critical system files missing from the computer.
- B. The hard drive is full and will not allow Windows to create a swap file.
- C. The Automatic Restart on System Failure option is enabled.
- D. There is not enough random access memory.

Answer: C

QUESTION 105:

Provide the reasons why a computer may run slowly. (Choose THREE.)

- A. Not enough random access memory (RAM).
- B. Too many USB devices attached.
- C. Spyware and viruses.
- D. Excessive virtual memory.
- E. Running obsolete services.
- F. Improperly configured CD-ROM drive

Answer: A, C, E

QUESTION 106:

Your Windows XP operating system became unstable after you installed a device driver and did not stabilize after you rebooted the computer with the Last Known Good Configuration. What is the reason for the computer behaving in this manner?

- A. The Last Known Good Configuration boot will only work for hardware changes and not software changes that have been made.
- B. The System Restore application should have been used to save the system's registry prior to the installation of the device driver.
- C. The Last Known Good Configuration was unable to find a valid Restore Point because the System Restore was not run prior to the installation of the device driver.
- D. The system's registry is overwritten after every successful login and the settings on the initial install were thus overwritten after the first reboot and login.

Answer: D

QUESTION 107:

Which of the following questions would you ask Certkiller .com clients when troubleshooting their systems? (Select all that apply.)

- A. Can you show me the problem?
- B. How much did your computer cost?
- C. Has any new software been installed recently?
- D. Where did you buy your computer?
- E. Have any other changes been made to the computer recently?

Answer: A, C, E

Explanation: Ask the user to show you exactly where and when they experience the problem.

New software can mean incompatibility problems with existing problems. This is especially true for Windows programs. A new Windows program can overwrite a required DLL file with a newer version of the same name, which an older program may not find useful.

If changes were made to the computer, ask if they can remember approximately when the change was made. Then ask them approximately when the problem started. If the two dates seem related, there's a good chance that the problem is related to the change.

Incorrect Answers:

B: The price of the computer is irrelevant.

D: The place of purchase is irrelevant.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 427

QUESTION 108:

Which of the following troubleshooting steps usually takes place after you have talked to the user experiencing the problem?

- A. Gathering information on the issue.
- B. Talking to the user experiencing the problem.
- C. Isolating possible causes of the issue.
- D. Eliminating possibilities.
- E. Document your findings and solutions.

Answer: A

Explanation: Gathering information on the issue is usually the second step in troubleshooting of an issue. This step involves ascertaining whether hardware or software being added caused the issue, whether the issue can be reproduced, whether the user performed an action that resulted in the issue, and so forth.

Incorrect Answers

B: The first step in troubleshooting an issue is to talk to the user experiencing the problem. Contact with a user means that you need to have some degree of customer relations skills to carry out successful diagnosis of an issue. Here, you need the user to show you what the current problem is.

C, D: Isolate possible causes of the issue and eliminate possibilities usually follow after you have gathered information on the problem. This is where your knowledge on the different system and configuration areas is important, as well as knowing the various tools used to troubleshoot and debug issues pertaining to these areas.

E: Once a problem being discussed with a user seems to surpass a few crucial components, you should document your findings and solutions. This would enable you to quickly reference your solution when the issue next appears.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 775 - 776.

QUESTION 109:

Which of the following troubleshooting steps requires you to have knowledge on the different system and configuration areas, and the utilities needed to troubleshoot these areas?

- A. Gathering information on the issue.
- B. Talking to the user experiencing the problem.
- C. Isolating possible causes of the issue, and eliminating possibilities.
- D. Document your findings and solutions.

Answer: C

Explanation: Isolating possible causes of the issue and eliminating possibilities usually follow after you have gathered information on the problem. This is where

your knowledge on the different system and configuration areas is important, as well as knowing the various tools and utilities used to troubleshoot and debug issues pertaining to these areas.

Incorrect Answers

A: Gathering information on the issue is usually the second step in troubleshooting an issue. This step involves ascertaining whether new hardware or software added caused an issue, whether the issue can be reproduced, whether the user performed an action that resulted in the issue, and so forth.

B: The first step in troubleshooting an issue is talking to the user experiencing the problem. Contact with a user means that you need to have some degree of customer relations skills to carry out successful diagnosis of an issue. Here, you need the user to show you what the current problem is.

D:

Once a problem being discussed with a user seems to surpass a few crucial components, you should document your findings and solutions. This would enable you to quickly reference the issue the next time it appears.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 775 - 776.

QUESTION 110:

Which of the following two questions you would ask a customer first when he reports a blank monitor? (Select TWO.)

- A. Is the monitor switched on?
- B. Did you check the color settings?
- C. Have you checked whether the contrast or brightness is turned down?
- D. What type of computer do you have?

Answer: A, C

Explanation: Any number of things can cause a blank screen. The first two are the most common: either the power is off or the contrast or brightness is turned down.

Incorrect answers:

B: A blank monitor will not register any color to enable the customer to check color settings.

D: The type of computer is irrelevant in the troubleshooting of a blank monitor.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 407.

QUESTION 111:

After booting up your new computer, you observe that the USB mouse is not working. Further investigation reveals that nothing connected to the USB ports is

working. Which of the following should you try FIRST?

- A. Check the computer to verify that the jumper settings for USB are correct.
- B. Buy new USB wires and test USB functionality.
- C. Check the BIOS to verify that USB functionality is enabled.
- D. Connect the USB devices to a different computer to test the devices.

Answer: C

Explanation: The USB devices and the USB cable could be damaged but always start the troubleshooting with the easiest to accomplish task. In this case verifying that USB is enabled in BIOS only takes a reboot in time and no need to buy expensive parts. Probably there is no jumpers for the USB on the motherboard, but then again, if there where it would still take more effort to remove the computers casing in order to manipulate a jumper.

QUESTION 112:

You are working as a technician at Certkiller .com. You open a computer and observe that the computer is full of dust. What should you do in order to remove the dust from the system? (Select TWO).

- A. Use a dust cloth.
- B. Use compressed air to remove the dust.
- C. Gently blow the dust out.
- D. Shake the dust out.
- E. Vacuum the dust out of the system.

Answer: B, E

QUESTION 113:

Certkiller .com purchased a new computer, but none of the USB devices that are attached to the computer after booting works. What should you do?

- A. Check the jumper settings for USB first.
- B. Buy new USB cables and test its functionality first.
- C. Check whether USB functionality is enabled in the BIOS first.
- D. Test the USB devices on a different computer first.

Answer: C

QUESTION 114:

Which of the following is the best way to remove dust from the inside of a computer? (Choose TWO.)

- A. Using a dust cloth.
- B. Using compressed air to remove dust.
- C. Blowing the dust out gently.
- D. Shaking the dust out.
- E. Vacuuming the dust out.

Answer: B, E

QUESTION 115:

How can you access the unsigned drivers options?

- A. Click on the Add New Hardware Wizard.
- B. Click on the Device Manager and then on Hardware Profiles.
- C. Click on the Add/Remove Programs icon.
- D. Click on System Properties and then the Hardware Tab.

Answer: D

QUESTION 116:

Which of the following could have caused your two new IDE devices that is installed on the second IDE controller, not to function? (Select all that apply.)

- A. Both devices are jumpered as master.
- B. The ribbon cable does not have a twist in it.
- C. Both devices are jumpered as slave.
- D. The red striped cable is connected to pin # 1.

Answer: A, C

Explanation: If you have two drives on a bus and both are set to master, neither drive will work because they will be fighting each other for control of the disks. If you have two drives on a bus and both are set to slave, neither drive will work because the disks won't know where to get their instructions from.

Incorrect Answers:

B: The twist in the cable will not result in non-functionality.

D: This symptom will not have non-functionality as a consequence.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 176.

QUESTION 117:

What is the best thing to do if your power supply is not functioning?

- A. Send it to an electrical technician.
- B. Try to fix it yourself
- C. Replace the power supply.
- D. Replace the computer.

Answer: C

Explanation: It is extremely dangerous to open the case of a power supply. Besides, power supplies are inexpensive, so it would probably cost less to replace them than to try to fix them, and it would be much safer.

Incorrect Answers:

- A: It would be more expensive for you.
- B: Although it is possible to work on a power supply, it is not recommended. Power supplies contain several capacitors that can hold lethal charges long after they have been unplugged.
- D: You should replace the power supply.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 40

QUESTION 118:

One of the Certkiller .com systems has a blank monitor and the fan on the power supply is not working. What is the cause of this problem?

- A. The BIOS on the motherboard needs to be upgraded.
- B. The monitor is malfunctioning.
- C. The computer is unplugged.
- D. The power supply is bad.

Answer: C

Explanation: The first thing to check is the plug because nothing is going on with the system. You can only ascertain if something is faulty with the system once it is plugged in and switched on.

Incorrect Answers:

- A: You first need to switch the system on to see whether it is indeed the motherboard that needs upgrading.
- B: Since the fan on the power supply is not working, you can know for sure that the system is not plugged in.
- D: It is not a case of the power supply that is bad, there is absolutely no power since the fan does not even work.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 426

QUESTION 119:

One of the Certkiller .com systems in your office worked fine the day before, now you have a problem that there is one short beep and nothing on the screen. What could be the problem?

- A. Check any loose wires.
- B. Replace the monitor.
- C. There is a video adapter failure
- D. None of the above

Answer: C

Explanation: A video card failure is indicated by one short beep and no display on the screen.

Incorrect Answers:

A: Loose wiring is not indicated by one short beep and nothing on the screen.

B: A faulty monitor is not indicated by one short beep and nothing on the screen. It is the video card that failed.

D: A single short beep at start up indicates a video adapter failure.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 400

QUESTION 120:

Which of the following is the FIRST thing you should check when a new IDE hard drive is not recognized?

- A. The BIOS.
- B. The cabling.
- C. The jumper settings.
- D. The drive.

Answer: C

Explanation: Jumper settings are the first thing to check when a new drive isn't being recognized. Make sure you've opened up access to the new drive by changing the first drive's jumper switches.

Incorrect Answers:

A: The BIOS settings check is not the first place to check in the event of a new drive not being recognized.

B: When experiencing this bill of problem, checking the cabling is normally the second area to check after checking the jumper settings.

D: This is a new drive that is check so it will not make sense to check the drive first, but

rather check the jumper settings first.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 803.

QUESTION 121:

A friend of yours has purchased a new hard drive for his computer that is a couple of years old. He has asked you to help him install it. Once the hard drive is physically installed you boot up the computer and realize that the computer is only seeing a part of the hard drives capacity. Which of the following is MOST likely the cause?

- A. The BIOS needs an update in order to recognize the hard drive correctly.
- B. You have to change the jumpers on the back of the hard drive so that the hard drive sends the correct information to the computer.
- C. Get the latest hard drive drivers from the manufacturer web site and install them.
- D. Your friend has bought a SATA hard drive instead of a PATA hard drive.

Answer: A

Explanation: It is a well known problem with newer hard drives and older BIOS. The jumper on the hard drive is only for setting master/slave mode. Hard drives do not have drivers, storage controllers do have drivers but with the wrong drivers here it should not see a hard drive at all. It is not possible to connect a SATA drive to a PATA cable.

QUESTION 122:

You recently installed a second hard drive to a computer, but the computer does not recognize it. What should you do? (Choose TWO.)

- A. Check that all cables are properly connected.
- B. Check if the drive has the proper jumper settings.
- C. Check the boot order settings.
- D. Check if the first hard drive cable is disconnected.

Answer: A, B

QUESTION 123:

You install a second hard drive and verified that all cables are properly connected and that the hard drive's jumper settings are correct. However, the hard drive is not recognized by the computer. What could be the problem?

- A. An unpartitioned hard drive.

- B. Incorrect boot order settings in the BIOS.
- C. An unformatted hard drive.
- D. BIOS not configured to detect a second hard drive.

Answer: D

QUESTION 124:

A Certkiller .com user reported that he is unable to access certain files that are on his hard drive. What should you do to address the issue?

- A. The file permissions on the hard drive should be verified.
- B. The computer should be formatted and completely reloaded.
- C. The user account should be deleted and then re-created.
- D. The computer should be rebooted and the user should log back on.

Answer: A

QUESTION 125:

A customer has installed a new hard drive on his one year old computer. Unfortunately the system does not see the total hard drive capacity. Why is this so?

- A. The BIOS is not seeing the hard drive correctly.
- B. The hard drive firmware needs to be upgraded to operate with the system.
- C. A driver should be installed on the operating system to see the hard drive.
- D. The hard drive is incompatible with the motherboard.

Answer: A

QUESTION 126:

A Certkiller .com user complained that he is unable to select the appropriate refresh rate on his CRT monitor. You need to address the situation. What should you do? (Choose TWO.)

- A. Bypass the monitor and connect the system to a projector instead.
- B. Check whether the monitor as well as the manufacturer's card is properly identified in Windows.
- C. Use a DVI connection to connect the monitor to the system.
- D. Install updates driver for the card and the monitor.
- E. Modify the monitor settings using Device Manager.

Answer: B, D

QUESTION 127:

What is the first step to be taken when you receive a report about a faulty power supply?

- A. The power supply should be installed into another system.
- B. The power supply should be dismantled and reconnected.
- C. The power supply should be thrown away, and a new one purchased.
- D. The voltage settings on the back of the power supply should be checked.

Answer: D

QUESTION 128:

Which of the following statements provides the reason why a scanner, that worked previously, lights up, performs the warm-up process, but whose lamp does not respond when the scan button is pressed?

- A. You are using the wrong cable.
- B. The USB cable is faulty.
- C. The incorrect resolution settings are used.
- D. The scanner lamp got stuck and consequently locked in place.

Answer: D

QUESTION 129:

Why would you be unable to access certain files when logging on to a shared system as a Power User?

- A. The files are only accessible to the owner/creators of the files.
- B. The System Account does not have sufficient privileges.
- C. The files are marked as Read Only.
- D. The files are marked for the Power Users group as Read and Execute.

Answer: A

QUESTION 130:

Which of the following could cause a Certkiller .com computer to automatically reboot?

- A. An overheating CPU.
- B. A five second power failure.
- C. Insufficient Memory.
- D. A new set of software installed.

Answer: A

Explanation: Power failure would shut down the computer, not reboot it. Insufficient memory and possible faulty software should merely produce an alert to the computer user. Overheating CPU, or in some cases overheated memory, will cause random reboots whenever the CPU reaches temperatures above the intended working temperature.

QUESTION 131:

After installing a new network interface card (NIC) on a Certkiller .com Windows XP computer system, the computer system reboots continuously. To correct this problem, what should Certkiller .com do first?

- A. Reinstall the operating system.
- B. Reinstall device drivers for the network interface card (NIC).
- C. Use the Last Known Good Configuration.
- D. Remove the network interface card (NIC).

Answer: C

Explanation: Last known good configuration, or booting into safe mode and removing the faulty device driver is the tools a technician has to break these behaviors with a computer that has had a faulty device installed.

QUESTION 132:

A new Certkiller .com computer has been set up and after booting, the USB ports don't seem to be working with any of the USB devices. Select from the following what the technician should do first.

- A. Connect the USB devices to a different computer to test the devices.
- B. Replace the USB cables.
- C. Verify that USB functionality is enabled in the system BIOS.
- D. Verify that the cables for USB are correctly connected to the motherboard.

Answer: C

Explanation: Many older motherboards have USB support in BIOS.

QUESTION 133:

You are the network administrator at Certkiller .com. Certkiller .com has several workstations that have wireless 802.11g network adapters. Every day at around lunchtime wireless users complain of lack of connectivity. What can you do to this

problem?

- A. Replace the WAP with an 802.11b WAP.
- B. Reduce the Radio Frequency Interference around the WAP.
- C. Configure the wireless workstations and the WAP to operate in ad-hoc mode.
- D. Connect the WAP directly to the network.

Answer: B

Explanation: 802.11g uses the 2.4 GHz range which is also used by appliances such as microwaves. The connectivity problem occurs at around lunch time, which seems to indicate that the increased use of microwaves at around this time is causing RFI (Radio Frequency Interference). We should thus attempt to eliminate this RFI.

Incorrect Answers:

A: 802.11a uses the 5.0 GHz range and will not be affected by other devices that use the 2.4 MHz range. However, we would need to change the wireless adapters on the workstations to 802.11a as well.

C: In ad-hoc mode, two wireless devices can communicate directly, without the need for a WAP. However, these devices would not have access to the wired network.

D: By design, the WAP is directly connected to the network but this will not overcome the RFI (Radio Frequency Interference) that is affecting the wireless signal.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 251, 252, 255.

QUESTION 134:

Why would a computer reboot automatically?

- A. An overheating CPU.
- B. The absence of a PCI card.
- C. Insufficient memory and limited hard drive space.
- D. A faulty monitor.

Answer: A

QUESTION 135:

How can you check which users have permissions to install drivers? (Choose TWO.)

- A. Check the Local Security Policy.
- B. Use the Security Center.
- C. Check the Add Hardware for permissions.
- D. Check the System.
- E. Check all user accounts.

Answer: A, E

QUESTION 136:

You need to troubleshoot a six month old computer that has never been connected to the Internet and is operating much slower than it should and takes twice as long to open documents than it did when it was still new. What should you do?

- A. Improve the computer performance using either Disk Cleanup or Disk Defragmenter.
- B. Improve the computer performance using Dr. Watson and running the ScanDisk Utility.
- C. Improve the computer performance using the ScanDisk utility and Disk Cleanup.
- D. Improve the computer performance by running the FDISK utility.

Answer: A

QUESTION 137:

Which of the following represents good practice for optimizing system performance? (Choose THREE.)

- A. Schedule the backup of data to occur regularly.
- B. Schedule the regular running of a registry backup program.
- C. Schedule the regular deletion of temporary files.
- D. Schedule the regular defragmenting of the hard drive.
- E. Schedule the regular running of the MSCONFIG command.
- F. Schedule the regular running of an anti-spyware/malware program.

Answer: C, D, F

QUESTION 138:

Which of the following technologies will provide the fastest interface for printing from a workstation?

- A. USB 2.0
- B. Bluetooth
- C. USB 1.1
- D. IEEE 802.11g

Answer: A

QUESTION 139:

Which tab in the Systems Properties window will yield information regarding the

amount of random access memory (RAM) that is currently installed on a Windows XP computer?

- A. The Device Manager tab.
- B. The Advanced tab.
- C. The Hardware tab.
- D. The General tab.

Answer: D

QUESTION 140:

Which of the following should be included when performing preventive maintenance of hardware? (Select TWO.)

- A. Checking environmental conditions.
- B. Ensuring hardware compatibility.
- C. Replacing cables.
- D. Checking for visual defects.

Answer: A, D

Explanation: Hardware comp ability should have been ensured before buying the components in the first place, and there is no need to replace cables unless there is a visual defect on them.

QUESTION 141:

When cleaning a monitor it is recommended that you apply cleaning solution to

- A. A soft brush.
- B. A lint-free cloth.
- C. A damp sponge.
- D. The display screen.

Answer: B

QUESTION 142:

You are the Certkiller .com technician required to do troubleshooting in an environment that promotes static electricity. Which two of the following could you do in addition to wearing an antistatic wrist strap?

- A. You should use an ESD mat in conjunction with an ESD strap.
- B. Touch the ground of the workshop.

- C. Touch the metal case of the power supply that is plugged into a properly grounded outlet.
- D. None of the above.

Answer: A, C

Explanation:

The ESD mat will drain excess charge away from any item that comes into contact with it. If an ESD strap or mat is not available, it is possible to discharge excess static voltage by touching the metal case of the power supply. However, the power supply must be plugged into a properly grounded outlet for this to work as intended.

Incorrect answers:

B: Touching the ground of the workshop will not necessarily prevent the hazards associated with static electricity.

D: An ESD mat in conjunction with an ESD strap can be used to discharge static electricity, or you could touch the metal case of the power supply that is plugged into a properly grounded outlet.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 36 - 38.

QUESTION 143:

Which two tasks should be part of preventive hardware maintenance?

- A. The checking of environmental conditions.
- B. Ensuring the compatibility of all equipment.
- C. The replacing of cables.
- D. The installation of new hardware.
- E. The checking for any visual defects.

Answer: A, E

QUESTION 144:

Where would you apply a vendor recommended cleaning solution when cleaning a computer display device?

- A. On a soft brush.
- B. On a lint-free rag.
- C. On a damp sponge.
- D. On the glass part of the display.

Answer: B

QUESTION 145:

What is the first step that should be done prior to performing service on a computer?

- A. The backing up of data.
- B. The removal of all peripherals.
- C. Formatting the hard drive.
- D. Disconnecting the external monitor.

Answer: A

QUESTION 146:

What should you do to effectively reduce unnecessary and redundant effort when troubleshooting and repairing computers?

- A. The activities and outcomes of repair steps should be documented.
- B. Problem resolution should be verified.
- C. The root cause of failure should be identified.
- D. The problem should be discussed with the user and any recent changes should be identified.

Answer: A

QUESTION 147:

Which backup takes the longest to complete?

- A. An incremental backup
- B. A daily backup
- C. A full backup
- D. A differential backup

Answer: C

QUESTION 148:

How can you ensure that you will have a quality backup?

- A. You should verify the backup.
- B. You should make a full backup of all the data on your system.
- C. You should perform incremental backups on a daily basis.
- D. You should disconnect all network users before starting with the backup.

Answer: A

QUESTION 149:

Which location is best suited for data backup storage?

- A. A locked closet that has limited access.
- B. A secure offsite facility.
- C. A lockable filing cabinet in the server room.
- D. A portable lockable container.

Answer: B

QUESTION 150:

You are the technician on call at Certkiller .com. A client complains that her time and date on her desktop computer is constantly wrong, even though she resets it. Which of the following should repair the problem?

- A. A new system board.
- B. A hard disk.
- C. An installation disk to re-install her operating system.
- D. A new CMOS battery.

Answer: D

Explanation: These symptoms indicate that the system's CMOS is losing the time, date, and hard disk settings. The CMOS is able to keep this information when the system is shut off because there is a small battery powering this memory. Because it is a battery, it will eventually lose power and go dead.

Incorrect answers:

- A: The symptoms exhibited are not characteristic of a faulty system board.
- B: A faulty hard disk in need of replacement does not show the symptoms described in the question.
- C: It is not the operating system that is responsible for the symptoms that the client is experiencing.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 402.

QUESTION 151:

Which of the following memory module form factors are commonly used for laptops?

- A. Dual Inline Memory Modules (DIMMs)
- B. Small Outline DIMMs (SODIMMs)

- C. Single Inline Memory Modules (SIMMs)
- D. Rambus Inline Memory Modules (RIMMs)

Answer: B

Explanation: Laptop memory comes in smaller form factors known as Small Outline DIMMs (SODIMMs).

Incorrect answers:

A, C: These are memory chips used on normal PCs depending on if there are chips on one side of the circuit board or on both sides, respectively.

D: This is a type of memory module that uses Rambus memory and is not used in laptop computers.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 65.

QUESTION 152:

A Certkiller .com customer wants to upgrade the RAM on her laptop. Which memory modules would the customer use?

- A. SIMMs
- B. DIMMs
- C. RIMMs.
- D. SODIMMs.

Answer: D

Explanation: SODIMMs are small outline DIMMs and are used on Laptops.

Incorrect Answers:

A, B, C: SIMMs, DIMMs and RIMMS are all used on PCs, not on laptops.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 120-122.

QUESTION 153:

Below are different types of PC Card slots. Select one which you think would be able to accommodate all the other physical PC Card types.

- A. Type I
- B. Type II
- C. Type III
- D. All of the above.

Answer: C

Explanation:

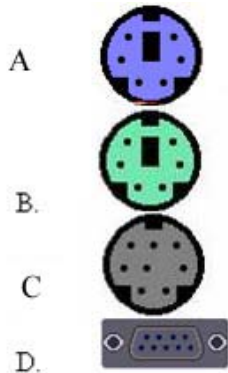
Type I - Cards designed to the original specification (version 1.x) are type I and feature a 16-bit interface. They are 3.3 millimeters thick. Type-I PC Card devices are typically used for memory devices such as RAM, flash memory, OTP, and SRAM cards.

Type II - Type-II PC Card devices feature a 16- or 32-bit interface. They are 5.0 millimeters thick. Type-II cards introduced I/O support, allowing devices to attach an array of peripherals or to provide connectors/slots to interfaces for which the PC/laptop had no built-in support. For example, many modem, network and TV cards use this form factor. Due to their thinness, most type II interface cards feature miniature interface connectors on the card which are used together with a dongle; a short cable that adapts from the card's miniature connector to an external full-size connector.

Type III - Type-III PC Card devices are 16- or 32-bit. These cards are 10.5 millimeters thick, allowing them to accommodate devices with components that would not fit type I or type II height. Examples are hard disk drive cards, and interface cards with full-size connectors that do not require dongles (as is commonly required with type II interface cards).

QUESTION 154:

To which of the following would you attach a serial mouse on a laptop?



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

Answer: D

Explanation: The serial mouse is attached to a serial port on a laptop. This would be a DB-9 male connector.

Incorrect Answers:

A: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a keyboard is connected is usually color coded purple.

B: The PS/2 port on the motherboard is a mini-DIN 6 connector. The PS/2 port to which a mouse is connected is usually color coded green.

C: The serial port on an Apple Macintosh computer is a mini-DIN 8 connector.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 92, 196-216.

QUESTION 155:

What is the bandwidth supported by a 200-pin SODIMM module?

- A. 8-bits
- B. 16-bits
- C. 32-bits
- D. 64-bits

Answer: D

Explanation: The 168- and 184-pin DIMM and the 144- and 200-pin SODIMM is 64-bits wide.

Incorrect Answers:

A: A 30-pin SIMM is 8-bits wide and is commonly found on 386 and early 486 computers.

B: The 184-pin RIMM is 16-bits wide.

C: The 72-pin SIMM and the 72-pin SODIMM is 32-bits wide and can be installed singularly in 32-bit systems.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 65-67, 120-122.

QUESTION 156:

Certkiller .com wants to connect multiple peripheral devices such as, printer, keyboard and mouse to a laptop. Select from below the best wireless technology Certkiller .com should use.

- A. 802.11x
- B. Bluetooth
- C. ADSL
- D. IrDA

Answer: B

Explanation: 802.11x is only for networks, IrDA needs free line of sight and ADSL is not wireless and only for networking purpose. Most peripheral equipment today comes in a Bluetooth version.

QUESTION 157:

The memory on a Certkiller .com laptop is upgraded but the keyboard does not function, however the touchpad is working. Explain the most likely cause of this by choosing from the following.

- A. The RAM is not seated properly.
- B. The keyboard connector must be replaced.
- C. The RAM type is incorrect.
- D. The keyboard connector is not seated properly.

Answer: D

Explanation: On models where the memory modules are seated under the keyboard, it is easy to forget or not setting the keyboard connector properly when assembling the computer after the upgrade.

QUESTION 158:

The MOST common video RAM technology on laptop video cards would be _____.
Select the correct answer from the following.

- A. DDR SDRAM
- B. SODIMM
- C. SIMM
- D. DIMM

Answer: A

Explanation: DDR SDRAM or double-data-rate synchronous dynamic random access memory is a class of memory integrated circuit used in computers. It achieves greater bandwidth than the preceding single-data-rate SDRAM by transferring data on the rising and falling edges of the clock signal (double pumped). Effectively, it nearly doubles the transfer rate without increasing the frequency of the front side bus.

QUESTION 159:

The correct connection method for an internal laptop hard disk drive would be which of the following?

- A. SCSI
- B. PATA
- C. IEEE 1394
- D. Firewire

Answer: B

Explanation: Even though SATA drives are coming more and more, PATA is still the most used hard disk drive type for laptops.

QUESTION 160:

You work as a network technician at Certkiller .com.

Your boss, Mrs. Certkiller, is interested in CPUs. She asks you what the difference is between LapTop and DeskTop CPUs. What should you tell her? Select two.

- A. power consumption
- B. front side bus
- C. heat production
- D. clock speed
- E. L2 Cache

Answer: A,C

Explanation: In general LapTop CPUs uses less power. A main cause of this is to increase battery time. Less power also means less heat production.

QUESTION 161:

You are working as a technician at Certkiller .com. A users calls and wants someone to check on his computer. He thinks it came with a bad processor as it often runs in 700 MHz instead of 1 GHz as supposed. The MOST likely cause of this behavior is that the system:

- A. is utilizing CPU throttling technology.
- B. needs to be strapped for 1GHz on the motherboard.
- C. needs more memory in order to "feed" the processor when utilizing the processors full potential.
- D. has the cheaper Celeron processor installed that only reaches full speed under certain circumstances.

Answer: A

Explanation: CPU throttling refers to a series of methods for reducing power consumption in computers by lowering the clock frequency.

QUESTION 162:

You are working as a network technician at Certkiller .com. You are asked to order more RAM memory to your boss's laptop. Which of the following memory form factors could possibly be used in your boss's laptop computer? (Select TWO).

- A. RAMBUS
- B. SODIMM
- C. MicroDIMM
- D. RDRAM

Answer: B,C

Explanation: SO-DIMMs are a smaller alternative to a DIMM, being roughly half the size of regular DIMMs. As a result SO-DIMMs are mainly used in notebooks, small footprint PCs (such as those with a Mini-ITX motherboard), high-end upgradable office printers and networking hardware like routers. "The newest and smallest RAM form factor is the MicroDIMM. The MicroDIMM is an extremely small RAM form factor. In fact, it is over 50 percent smaller than a SoDIMM-only about 45.5 millimeters (about 1.75 inches) long and 30 millimeters (about 1.2 inches, a bit bigger than a quarter) wide. Another major difference is that the MicroDIMM doesn't have any notches on the bottom. It was designed for the ultralight and portable subnotebook style of computer.

QUESTION 163:

You are working as a technician at Certkiller .com. A user calls and wants to know if there is a way to connect multiple peripheral devices (e.g. printer, keyboard, and mouse) without wires to a computer. Which of the following wireless technologies would you suggest as a solution to the user?

- A. IrDA
- B. Bluetooth
- C. General packet radio system (GPRS)
- D. Global system for mobile communication (GSM)

Answer: B

Explanation: Bluetooth is an industrial specification for wireless personal area networks (PANs). Bluetooth provides a way to connect and exchange information between devices such as mobile phones, laptops, PCs, printers, digital cameras, and video game consoles over a secure, globally unlicensed short-range radio frequency.

QUESTION 164:

You are working as a technician at Certkiller .com. You have just finished the upgrade of the memory in a laptop. When booting up the laptop you notice that the touchpad is functioning but the keyboard is not functioning. Which of the following is MOST likely the cause?

- A. The memory is not seated properly.
- B. The System Board needs replacing.

- C. The memory type is incorrect.
- D. The keyboard connector is not seated properly.

Answer: D

QUESTION 165:

You are working as a network technician at Certkiller .com. A user calls and asks what a sign of a malfunctioning battery in a laptop could be. What will you answer him?

- A. The alternating current (AC) adapter gets very hot.
- B. The machine is running slowly.
- C. The laptop will not turn on when plugged in to the AC adapter.
- D. The laptop turns off when unplugged from the AC adapter.

Answer: D

QUESTION 166:

You work as a technician at Certkiller .com. A user reports that his laptop does not recharge the battery as good as it used to. Which of the following actions should be taken FIRST?

- A. Update the BIOS.
- B. Replace the power adapter.
- C. Run the battery calibrator.
- D. Reinstall the ACPI drivers.

Answer: C

QUESTION 167:

What is the major difference between a Laptop computer and a Desktop computer? (Choose TWO.)

- A. The CPU power consumption.
- B. The CPU front side bus.
- C. The CPU heat production.
- D. The CPU clock speed.
- E. The CPU L2 Cache.

Answer: A, C

QUESTION 168:

What are the types of memory form factors that are used in laptop computers?
(Choose TWO.)

- A. RAMBUS
- B. Small Outline DIMMs (SODIMM)
- C. MicroDIMM
- D. RDRAM
- E. Single Inline Memory Modules (SIMMs)

Answer: B, C

QUESTION 169:

What type of video RAM technology is used on video cards that are used in laptop computers?

- A. DDR SDRAM
- B. RAMBUSS
- C. SIMM
- D. DIMM

Answer: A

QUESTION 170:

Which of the following is used as the primary connection method for an internal hard drive in a laptop?

- A. A USB connector
- B. A PATA connector
- C. An IEEE 1394/Firewire connector
- D. A SCSI hard drive

Answer: B

QUESTION 171:

What is a main difference between the processor on a laptop and on a desktop?

- A. Power consumption and heat production.
- B. Mobility and clock speed.
- C. L2 Cache and clock speed.
- D. Power consumption and front side bus speed.
- E. L2 Cache and front side bus speed.

Answer: A

Explanation: The main difference is power consumption to save the batteries and heat production because of the limited space for cooling inside a laptop (and of course power consumption of larger fans)

QUESTION 172:

Which of the following different types of power sources can be used to power a laptop or notebook computer? (Select all that apply.)

- A. Standard AA batteries
- B. AC power
- C. Docking station
- D. Batteries

Answer: B, D

Explanation: Most of the portable computers produced require either batteries or AC power.

Incorrect

Answer:

A: Hewlett-Packard produced a palmtop that can use standard AA batteries.

C: The docking station is used to allow portable computers to function as desktop computers when it is physically attached.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 137

QUESTION 173:

Which of the following laptop or notebook pointing devices looks like an opto-mechanical mouse turned upside down?

- A. Mouse
- B. Trackball
- C. Touch Screen
- D. Drawing Tablet

Answer: B

Explanation: A trackball is basically an opto-mechanical mouse turned upside down. Instead of moving the mouse on a table, you move the track ball. The device otherwise remains stationary.

Incorrect Answers:

A: Your normal computer mouse does not look like an opto-mechanical mouse turned upside down.

C: Your computer touch screen does not look like an opto-mechanical mouse turned upside down.

D: Your computer drawing tablet does not look like an opto-mechanical mouse turned upside down.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 239

QUESTION 174:

What type of wireless technology can be used to connect a laptop to several peripheral devices such as printers, keyboards, and mouse?

- A. IrDA
- B. Bluetooth
- C. General Packet Radio System (GPRS)
- D. Global system for mobile communication (GSM)

Answer: B

QUESTION 175:

Where would you enable Hibernation on a Windows XP laptop?

- A. In Screen Savers.
- B. In the system BIOS.
- C. In Power Management.
- D. In Power Schemes.

Answer: A

Explanation: Go to screen properties, Screen saver tab. Click on the power button and go to the Hibernation tab on the Power options dialog box that is displayed.

QUESTION 176:

Which of the following types of batteries has the shortest battery life?

- A. nickel metal-hydride (NiMH)
- B. nickel cadmium (NiCD)
- C. nickel-lithium (Ni-Li)
- D. lithium-ion (Li-Ion)

Answer: B

QUESTION 177:

What is important to know when ordering a replacement power supply? Volts and _____ :

- A. hertz.
- B. watts.
- C. ampere hours.
- D. joules.

Answer: B

Explanation: The watt (symbol: W) is the SI derived unit of power. The power (measured in Watts) is the same as the amount of Volts multiplied with the amount of Ampere delivered by the power supply.

QUESTION 178:

On a Windows XP laptop, how do you enable Hibernation?

- A. Right Click on the Desktop > Properties then: Screen Savers > Monitor Power > Power > Hibernate.
- B. Right Click on the Desktop > Properties then: Settings > Monitor Power > Power > Hibernate.
- C. Right Click on the Desktop > Properties then: Desktop > Monitor Power > Power > Hibernate.
- D. Right Click on the Desktop > Properties then: Desktop > Monitor Power > Power > Power Schemes.

Answer: A

Explanation: Go to screen properties, Screen saver tab. Click on the power button and go to the Hibernation tab on the Power options dialog box that is displayed.

QUESTION 179:

You have a laptop computer that is running Microsoft Windows XP. You must enable Hibernation on the laptop and thus you right-click the Desktop to access Properties. What should you do?

- A. Navigate to Screen Savers > Monitor Power > Power then select Hibernate.
- B. Navigate to Settings > Monitor Power > Power then select Hibernate.
- C. Navigate to Desktop > Monitor Power > Power then select Hibernate.
- D. Navigate to Desktop > Monitor Power > Power then select Power Schemes.

Answer: A

QUESTION 180:

In which mode should you power down if you want to conserve the most battery power while making allowance for the retrieval of the computing session at a later time?

- A. Shutdown mode.
- B. Hibernate mode.
- C. Switch User mode.
- D. Standby mode.

Answer: B

QUESTION 181:

When detaching a removable device from a laptop computer running Windows XP, what would be your first step to take?

- A. Use the Safely Remove Hardware icon to eject the device.
- B. Power down the device manually.
- C. Use the Add/Remove hardware applet in Control Panel to remove the device.
- D. Use Device Manager to disable the device.

Answer: A

Explanation: If you have an USB device attached to your system, you will notice an icon in the Notification area, which - when clicked - will give you the option to Stop your hardware, before you unplug it.

QUESTION 182:

You need to detach a removable device from a Windows XP laptop. What should you do first?

- A. You should use the Safely Remove Hardware icon to eject the device.
- B. You should power down the device mechanically.
- C. You should unplug the device in a fluid motion.
- D. You should use Device Manager to disable the device.

Answer: A

QUESTION 183:

What could be the reason why a laptop computer's touchpad is working, but the keyboard is not after the memory has been upgraded?

- A. The memory was not properly seated.
- B. The System board is faulty.
- C. The wrong memory type was used in the upgrade.
- D. The keyboard connected was not properly seated after the upgrade.

Answer: D

QUESTION 184:

How will you know that a laptop's battery is malfunctioning?

- A. The alternating current (AC) adapter will be very hot while operating the laptop.
- B. The laptop computer will react sluggish.
- C. The laptop will not go on when plugged into the AC adapter.
- D. The laptop will turn off when it is unplugged from the AC adapter.

Answer: D

QUESTION 185:

What should be done first when a laptop does not perform a complete charge of its battery?

- A. You should first update the BIOS.
- B. You should first replace the power adapter.
- C. You should first run the battery calibrator.
- D. You should first reinstall the ACPI drivers.

Answer: C

QUESTION 186:

You attach a printer to a four port unpowered USB hub that is connected to a notebook. However, you cannot print to the printer. What is the cause of this problem?

- A. The printer drivers are not installed properly.
- B. The printer has no USB cable.
- C. The printer cartridge needs to be purged.
- D. The portable printer requires more power than is available through the USB hub.

Answer: D

Explanation: Some USB devices needs more power than an unpowered USB hub

can provide by drawing power from the host PC and especially not if the host is a portable with a reduced power output to the USB ports.

QUESTION 187:

A customer reports that his laptop can no longer print to the printer, after relocating a Wireless IrDA (Infrared data association) printer. Explain by choosing from the following what the MOST likely cause of this problem would be.

- A. The printer is more than one meter (3 feet) from the laptop.
- B. The printer driver has not been set up.
- C. The laptop needs to be rebooted.
- D. The printer needs to be installed.

Answer: A

Explanation: IrDA range is about 1 meter.

QUESTION 188:

You have a notebook with a single Type II connection. You purchase a multi-function PCMCIA card that is approximately a centimeter thick and uses a Type II connection or greater. However, the PCMCIA card does not fit into Type II slot on the notebook. Why?

- A. Old Pentium class notebooks only support single function PCMCIA cards.
- B. The notebook must have a parallel port.
- C. The card requires either a dual Type II or a single Type III slot.
- D. This card requires Slot 1 (SC242).

Answer: C

Explanation:

Type I - Cards designed to the original specification (version 1.x) are type I and feature a 16-bit interface. They are 3.3 millimeters thick. Type-I PC Card devices are typically used for memory devices such as RAM, flash memory, OTP, and SRAM cards.

Type II - Type-II PC Card devices feature a 16- or 32-bit interface. They are 5.0 millimeters thick. Type-II cards introduced I/O support, allowing devices to attach an array of peripherals or to provide connectors/slots to interfaces for which the PC/laptop had no built-in support. For example, many modem, network and TV cards use this form factor. Due to their thinness, most type II interface cards feature miniature interface connectors on the card which are used together with a dongle; a short cable that adapts from the card's miniature connector to an external full-size connector.

Type III - Type-III PC Card devices are 16- or 32-bit. These cards are 10.5 millimeters thick, allowing them to accommodate devices with components that would not fit type I or type II height. Examples are hard disk drive cards, and interface cards with full-size

connectors that do not require dongles (as is commonly required with type II interface cards).

QUESTION 189:

Which of the following card configurations would MOST probably be supported on notebook that has two stacked PCMCIA slots? (Select TWO.)

- A. two Type II PCMCIA cards
- B. one Type III PCMCIA card
- C. one Type II and one Type III PCMCIA card
- D. two Type I PCMCIA cards

Answer: A, B

Explanation:

Type I - Cards designed to the original specification (version 1.x) are type I and feature a 16-bit interface. They are 3.3 millimeters thick. Type-I PC Card devices are typically used for memory devices such as RAM, flash memory, OTP, and SRAM cards.

Type II - Type-II PC Card devices feature a 16- or 32-bit interface. They are 5.0 millimeters thick. Type-II cards introduced I/O support, allowing devices to attach an array of peripherals or to provide connectors/slots to interfaces for which the PC/laptop had no built-in support. For example, many modem, network and TV cards use this form factor. Due to their thinness, most type II interface cards feature miniature interface connectors on the card which are used together with a dongle; a short cable that adapts from the card's miniature connector to an external full-size connector.

Type III - Type-III PC Card devices are 16- or 32-bit. These cards are 10.5 millimeters thick, allowing them to accommodate devices with components that would not fit type I or type II height. Examples are hard disk drive cards, and interface cards with full-size connectors that do not require dongles (as is commonly required with type II interface cards).

QUESTION 190:

When a 1.4 GHz laptop is operating at 800 MHz, the MOST likely cause is that _____.

- A. processor throttling technology is being used
- B. the incorrect processor is installed
- C. the jumper settings are incorrect
- D. hyper threading technology is being used

Answer: A

Explanation: CPU throttling or processor throttling refers to a series of methods for reducing power consumption in computers by lowering the clock frequency. Other

methods include reducing the supply voltage and the capacitance. CPU throttling is mostly employed in mobile computing settings, where reduced power consumption means more battery life and less heat output. Less heat output, in turn, allows the system cooling fans to be throttled down or turned off, thus further increasing power savings.

QUESTION 191:

A Certkiller .com user complains that foreign letters and numbers are appearing on screen while he is typing on a laptop. What would the cause of this be?

- A. Num Lock is engaged.
- B. Caps Lock is engaged.
- C. F Lock is engaged.
- D. Scroll Lock is engaged.

Answer: A

Explanation: Without a physical numerical keyboard the laptop has it's numerical keyboard pasted over the normal keyboard and accidentally pressing the numlock key will result in the problems experienced by the user in the question.

QUESTION 192:

When a Certkiller .com user's laptop is switched on the cooling fan is making a terrible noise. After five minutes the fan noise stops. What do you think is the problem?

- A. The fan is typically louder when powering up but then should not be heard at all.
- B. The fan is faulty and has blown a blockage and it is not necessary to do anything more.
- C. The fan is switched on and off automatically as the laptop warms up.
- D. The fan has stopped completely and the laptop should be serviced before there is heat damage.

Answer: D

Explanation: If it wasn't for the terrible noise made by the fan before stopping C would have been the correct answer.

QUESTION 193:

You are working as a technician at Certkiller .com. You are asked to troubleshoot a laptop that when typing letters on the keyboard, seemingly randomly prints some letters and some numbers. What is the most probable cause of this?

- A. Number Lock is on.
- B. Function Key is on.
- C. sticky keys have been activated.
- D. number key is stuck.

Answer: A

Explanation: As a laptop doesn't have a numeric keypad the numlock key will activate a "virtual" numeric keypad on top of the normal letter keys.

QUESTION 194:

You are working as a technician at Certkiller .com. You are visiting a user that has complaining about the loud and noisy fan in his laptop. When you receive on site the user reports that all fan noise has just recently stopped. Which of the following is MOST likely the problem?

- A. The fan is typically louder when powering up but then should not be heard at all.
- B. The fan has blown a blockage out of the laptop and it is not necessary to do anything more.
- C. The fan has been automatically disabled in the operating system.
- D. The fan has stopped completely and the laptop should be serviced before there is heat damage.

Answer: D

QUESTION 195:

Which setting will you use to set up dual monitors on a laptop computer after right-clicking the desktop and navigating to the Display Properties and the Select Settings tab?

- A. The Different Resolutions and Color Depths option.
- B. The Second Display option and checking the Extend the Desktop option.
- C. The Multi-Monitors option.
- D. The Dual View option.

Answer: B

QUESTION 196:

What could be the reason why a 1 GHz laptop is operating at 700 MHz?

- A. The laptop is making use of CPU throttling technology.
- B. The laptop does not have overclocking enabled.
- C. The laptop will require additional memory to operate at full potential.

D. The laptop is installed with an incorrect processor.

Answer: A

QUESTION 197:

A user complained that his laptop produces some letter and some numbers when he types letters on the keyboard. What advice can you offer him?

- A. Tell the user to toggle out of the Number Lock.
- B. Tell the user that he should press the Function Key.
- C. Tell the user that he should deactivate his sticky keys setting.
- D. Tell the user that his number keys may be stuck.

Answer: A

QUESTION 198:

You received a report from a user that stated that his laptop cooling fan was making a noise, but also that the noise stopped later. What could be causing this situation?

- A. Nothing, a fan on a laptop is usually loud when it is powered up, but fades afterward.
- B. There must have been a blockage that caused the noise, but it was blown out by the fan hence the silence afterwards.
- C. The laptop fan is disabled in the operating system.
- D. The fan stopped and the laptop should be serviced before heat damage sets in.

Answer: D

QUESTION 199:

Which of the following methods may be used to easily clean LCD Computer screens?

- A. A soft cloth with window cleaner sprayed on it to gently wipe the surface
- B. A special antistatic vacuum must not touch screen
- C. Compressed air to avoid touching the screen
- D. A soft cloth with a little water sprayed on it to gently wipe the surface

Answer: D

Explanation: The usage of water is the best way to ensure no damage to your LCD if water does not help it is recommended that you use specialized products.

Incorrect answers:

A: The usage of window cleaner might damage your LCD screen.

B, C: The methods mentioned here are not recommended and may lead to your LCD screen being damaged.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 79

QUESTION 200:

What can you do to prevent a Certkiller .com laptop from overheating?

- A. Ensure that the air vents are unobstructed.
- B. Don't place the laptop in the carrying case while it is turned on.
- C. Shut down the laptop for 30 minutes.
- D. Use the laptop on a hard surface.

Answer: D

Explanation:

Laptops are built to have a certain amount of airflow underneath that is sucked into the computer to cool the processor and then blown out at the back. Having the computer on a soft surface, like in the knee, could prevent the correct airflow from reaching the processor.

QUESTION 201:

To clean a laptop's LCD screen, what would you suggest as the best method from the options below?

- A. mild soap and water
- B. ammonia-based solvent
- C. bleach or hydrogen peroxide
- D. alcohol-free cleaning fluid

Answer: A

Explanation: LCD screens are not like ordinary monitor screens. LCD screens are NOT GLASS, rather they are made up of a soft film that can easily be damaged by harsh paper towels and the chloride and other chemicals in ordinary tap water. These screens are very delicate, they must be handled with care and handled very, very gently.

QUESTION 202:

A Certkiller .com laptop battery is not being fully charged. What do you think the Certkiller .com technician should do FIRST?

- A. Replace the power adapter.
- B. Replace the battery.
- C. Run the battery calibrator.
- D. Recharge the battery.

Answer: C

Explanation: After time the battery loses its ability to hold and deliver a charge. It retains the habits of the user and if it is never fully discharged and charged, it doesn't really know that it has more ability until it is recalibrated. A complete discharge and charge and repeat every few months will help restore the battery's ability to charge and discharge thus more power over a longer time period.

QUESTION 203:

When the battery on a Certkiller .com laptop is malfunctioning, what the first sign would be?

- A. The (AC) adapter gets very hot.
- B. The laptop starts beeping when turned on.
- C. The laptop will not start up when plugged in to the AC adapter.
- D. The laptop turns off when unplugged from the AC adapter.

Answer: D

QUESTION 204:

To remove dust from inside a laptop, which of the options below should the technician use? (Select TWO.)

- A. Alcohol swabs.
- B. Compressed air.
- C. Gently blow the dust out.
- D. Vacuum the dust out of the system.

Answer: B, D

QUESTION 205:

Preventive maintenance should consist of at least the following two tasks: (Select TWO).

- A. Checking environmental conditions.
- B. Ensuring equipment compatibility.
- C. Replacing cables.
- D. Installing new hardware.

E. Checking for visual defects.

Answer: A, E

Explanation: equipment compability is checked when new hardware or software is introduced to the computer, not as a preventive task. Installing new hardware talks for itself and replacing cables is to take the preventive part a bit to far.

QUESTION 206:

Which of the following is best to use when applying the cleaning solution to a computer displaying device?

- A. a soft brush.
- B. a lint-free rag or wipe.
- C. a damp sponge.
- D. the glass part of the display.

Answer: B

QUESTION 207:

Which of the following represents the recommended way of spent laptop battery disposal?

- A. Put spent batteries in a large box and bury it.
- B. Recharge the batteries.
- C. Dispose of spent batteries in accordance to the local guidance for disposing of hazardous materials.
- D. Throw the spent batteries in the dirt bin.

Answer: C

QUESTION 208:

How will you go about cleaning the LCD screen of a laptop computer?

- A. Use mild soap and water
- B. Use an ammonia-based solvent.
- C. Use bleach or hydrogen peroxide.
- D. Use a citrus-based cleaning reagent.

Answer: A

QUESTION 209:

What should be done to prevent a laptop from overheating?

- A. Fifty percent of the laptop vents should be unobstructed.
- B. The laptop should be placed in the carrying case when it is turned on.
- C. The laptop should be powered down every 2 hours.
- D. The laptop should be used on a hard surface.

Answer: D

QUESTION 210:

You just completed a hardware upgrade of a Windows 95 home computer, and now you have to upgrade the operating system. Which of the following is the operating system you would recommend? (Select all that apply.)

- A. Windows NT Workstation
- B. Windows 98
- C. Windows ME
- D. Windows 2000 Professional

Answer: B, C

Explanation: Windows 98 and Windows ME are better suited for home users.

Incorrect Answers:

A, D: Windows NT Workstation and Windows 2000 professional should be installed for high end users who require higher performance and strong security.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 463.

QUESTION 211:

What is the process called when you are assigning part or all of the drive for use by the computer?

- A. Formatting
- B. Modification
- C. Partitioning
- D. None of the above.

Answer: C

Explanation: Partitioning is the process of assigning part or all of the drive for use by the computer.

Incorrect Answers:

A: Formatting is the process of preparing the partition to store data in a particular

fashion.

B, D: Partitioning is the process of assigning part or all of the drive for use by the computer.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 523-547.

QUESTION 212:

You need to make a startup disk from a Windows 95/98 system. What should you do?

- A. At the DOS prompt, copy the system files to a floppy disk.
- B. In the Add/Remove Programs icon is a tab called Startup Disk, click the tab.
- C. In the Add/Remove Programs icon is a tab called Windows Setup, click the tab
- D. None of the above.

Answer: B

Explanation: To do this, go to Start ? Settings ? Control Panel and double-click the Add/Remove Programs icon. Within Add/Remove Programs is a tab called Startup Disk. Click the Startup Disk tab to bring it to the front. Click the Create Disk button to start the startup disk creation process.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 523-547.

QUESTION 213:

In which of the following can you create a Startup Disk?

- A. In the Administrative tools.
- B. In the Computer Management tools.
- C. In the Add/Remove Programs.
- D. None of the above.

Answer: C

Explanation: Within Add/Remove Programs is a tab called Startup Disk. Click the Startup Disk tab to bring it to the front. Click the Create Disk button to start the startup disk creation process.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 523-547.

QUESTION 214:

Which of the following do NOT support FAT32?

- A. Windows 98
- B. Windows 95
- C. Windows 2000
- D. None of the above.

Answer: B

Explanation: The disadvantage of FAT32 is that it is not compatible with older DOS, Windows 3.x, and Windows 95 operating systems.

Incorrect Answers

A, C, D: FAT32 support became standard in later versions of Windows 98 and 2000.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 523-547.

QUESTION 215:

You are working as a technician at Certkiller .com. You are required to remove the system property from files and folders in C:\data, including all subfolders. Which of the following commands will accomplish this when run in C:\data.

- A. copy.exe *.* -system
- B. command.com * -remove
- C. attrib.exe -s /s
- D. msconfig.exe -system C:\data*

Answer: C

Explanation: attrib is a DOS command, supported since version 1.0. The function of attrib is to set and remove data attributes (read-only, archive, system and hidden).

QUESTION 216:

How will you go about finding the MAC address?

- A. Run the WINCFG Windows XP command.
- B. Run the WINIPCFG Windows XP command.
- C. Run the IPCONFIG Windows XP command.
- D. Run the IPCONFIG /ALL Windows XP command.

Answer: D

QUESTION 217:

Which of the following best describes what is happening when you attempt to run the IPCONFIG command from the 'Run' dialog box on a Windows XP computer and after typing in the command and selecting OK, a black window briefly appears and disappears?

- A. You can only run the IPCONFIG command in Safe Mode.
- B. Windows XP does not recognize the IPCONFIG command.
- C. The IPCONFIG command has been run and terminated successfully.
- D. You need a Terminal Services license to run the IPCONFIG command.

Answer: C

QUESTION 218:

Which command should be run from C:\data to remove the system property from all files and folders that are currently on the C drive?

- A. The copy.exe *.* -system command.
- B. The command.com * -remove command.
- C. The attrib.exe -s /s command.
- D. The msconfig.exe -system C:\data* command.

Answer: C

QUESTION 219:

When using the registry editor which of the following keys contains file extension associations?

- A. HKEY_CURRENT_USER
- B. HKEY_USERS
- C. HKEY_LOCAL_MACHINE
- D. HKEY_CLASSES_ROOT

Answer: D

Explanation: The HKEY_CLASSES_ROOT key contains the file extension associations.

Incorrect Answers:

- A: The HKEY_CURRENT_USER key contains the user profile information for the person currently logged in to Windows.
- B: The HKEY_USERS key contains the default user profile and the profile for the current user.
- D: The HKEY_LOCAL_MACHINE key contains the settings and information for the

hardware that is installed in the computer.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 593

QUESTION 220:

When using the registry editor which of the following keys contains the dynamic settings for any Plug-and- Play devices in your computer?

- A. HKEY_CURRENT_CONFIG
- B. HKEY_LOCAL_MACHINE
- C. HKEY_CLASSES_ROOT
- D. HKEY_DYN_DATA

Answer: D

Explanation: The HKEY_DYN_DATA key contains the dynamic settings for any Plug-and- Play devices in your computer.

Incorrect Answers:

A: The HKEY_CURRENT_CONFIG key contains the current hardware configuration.

B: The HKEY_LOCAL_MACHINE key contains the settings and information for the hardware that is installed in the computer.

C: The HKEY_CLASSES_ROOT key contains the file extension associations.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 594

QUESTION 221:

Of the following system files, which is needed to boot your Windows 98 system properly? (Select all that apply.)

- A. IO.SYS
- B. AUTOEXEC.BAT
- C. WIN.COM
- D. COMMAND.COM
- E. MSDOS.SYS

Answer: A, C, E

Explanation: MSDOS.SYS, IO.SYS, and WIN.COM are required to boot Windows 9x.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 556.

QUESTION 222:

Which of the following best describes the purpose of the WIN.COM file in the Windows 98 boot process?

- A. It starts the Windows 98 protected load phase of the boot process.
- B. It is used in DOS and Windows 3.1 to store information specific to running the operating system.
- C. It loads device drivers and uses the information from the AUTOEXEC.BAT to configure the system environment.
- D. It is used to run particular programs during startup.

Answer: A

Explanation: WIN.COM - Initiates the Windows 9x protected load phase.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 557.

QUESTION 223:

Which two of the following files will cause a Windows 2000 EIDE system with a single-boot configuration to become nonfunctional, if they are absent? (Select TWO.)

- A. HAL.DLL
- B. WIN.COM
- C. NTBOOTDD.SYS
- D. BOOTSECT.DOS

Answer: A, B

Explanation: The absence of WIN.COM or HAL.DLL will cause the system to be nonfunctional.

Incorrect Answers:

C: On a system with a SCSI boot device, this file is used to recognize and load the SCSI interface. On EIDE systems this file is not needed and is not even installed.

D: In a dual-boot configuration this keeps a copy of the DOS or Windows 9x boot sector so that the Windows 9x environment can be restored and loaded as needed.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 606 and 607.

QUESTION 224:

When using the registry editor what is the purpose of the HKEY_DYN_DATA key?

- A. It is used to contain file extension associations
- B. It is used to contain user profile information for the person currently logged in to Windows
- C. It is used to contain the current hardware configuration
- D. It is used to contain the dynamic settings for any Plug-and-Play devices in your computer

Answer: D

Explanation: The HKEY_DYN_DATA key contains the dynamic settings for any Plug-and- Play devices in your computer.

Incorrect Answers:

A: The HKEY_CLASSES_ROOT key contains the file extension associations.

B: The HKEY_CURRENT_USER key contains the user profile information for the person currently logged in to Windows.

C: The HKEY_CURRENT_CONFIG key contains the current hardware configuration.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 594

QUESTION 225:

On a Windows computer with an NTFS formatted hard drive, how large would the MBR (Master Boot record) and file system markings be?

- A. 20 to 30%
- B. 3 to 15%
- C. 15 to 20%
- D. 0 to 3%

Answer: B

QUESTION 226:

You are working as a technician at Certkiller .com. A colleague asks what the default file system type is, when installing the Windows XP operating system, on a new system. What will you answer him?

- A. FAT32
- B. NTFS
- C. FAT16
- D. CDFS

Answer: B

Explanation: Windows XP can handle both NTFS and FAT32, but FAT32 is only recommended for dual boot environments.

QUESTION 227:

You are working as a technician at Certkiller .com. You are installing new workstations with Windows 2000 for the HR department. Which of the following is the recommended file system for Windows 2000?

- A. CDFS
- B. FAT16
- C. NTFS
- D. FAT32

Answer: C

Explanation: NTFS is today the recommended file system unless you need dual boot and shared data with Windows 95 or Windows 98.

QUESTION 228:

What is the default file system type that will be installed when loading Microsoft Windows XP on a new system?

- A. FAT32
- B. NTFS
- C. FAT16
- D. CDFS

Answer: B

QUESTION 229:

Which file system is the best for use with Windows 2000?

- A. CDFS
- B. FAT16
- C. NTFS
- D. FAT32

Answer: C

QUESTION 230:

Which kernel platform can be used to run a Macintosh OS X system?

- A. NT
- B. UNIX
- C. Linus
- D. Solaris

Answer: B

QUESTION 231:

What is the maximum amount of RAM supported by Windows XP Professional?

- A. 4 GB
- B. 32 GB
- C. 16 GB
- D. 8 GB

Answer: A

QUESTION 232:

From the Windows Advanced Boot Options menu, select from the following options are NOT available. (Select TWO.)

- A. Debugging Mode with Command Prompt Only
- B. Press F8 for advanced startup option
- C. Last Known Good Configuration
- D. Directory Services Restore Mode

Answer: A, B

Explanation:

Description of Safe Boot options

• Safe Mode (SAFEBOOT_OPTION=Minimal): This option uses a minimal set of device drivers and services to start Windows.
• Safe Mode with Networking (SAFEBOOT_OPTION=Network): This option uses a minimal set of device drivers and services to start Windows together with the drivers that you must have to load networking.
• Safe Mode with Command Prompt (SAFEBOOT_OPTION=Minimal(AlternateShell)): This option is the same as Safe mode, except that Cmd.exe starts instead of Windows Explorer.
• Enable VGA Mode: This option starts Windows in 640 x 480 mode by using the current video driver (not Vga.sys). This mode is useful if the display is configured for a setting that the monitor cannot display. Note Safe mode and Safe mode with Networking load the Vga.sys driver instead.
• Last Known Good Configuration: This option starts Windows by using the previous good configuration.
• Directory Service Restore Mode: This mode is valid only for Windows-based domain controllers. This mode performs a directory service repair.
• Debugging Mode: This option turns on debug mode in Windows. Debugging information can be sent across a serial cable to another computer that is running a debugger. This mode is configured to use COM2.
• Enable Boot Logging: This option turns on logging when the computer is started with any of the Safe Boot options except Last Known Good Configuration. The Boot Logging text is recorded in the Ntbtlog.txt file in the %SystemRoot% folder.
• Starts Windows Normally: This option starts Windows in its normal mode.
• Reboot: This option restarts the computer.
• Return to OS Choices Menu: On a computer that is configured to starting to more than one operating system, this option returns to the Boot menu.

QUESTION 233:

To access the Device Manager you must right-click _____ and choose _____ then click the Device Manager tab. (Select all that apply.)

- A. My Computer
- B. Administrative Tools
- C. the Event Viewer
- D. Properties
- E. Computer Management

Answer: A, D

Explanation: The Device Manager is a graphical view of all the hardware installed in your computer that Windows 9x has detected. You can open it by right-clicking My Computer, choosing Properties, and then clicking the Device Manager tab.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 564-676.

QUESTION 234:

You want to make changes to the hardware. Where should you look to make the changes? (Select all that apply.)

- A. Device Manager
- B. Administrative Tools
- C. Hardware Wizard
- D. None of the above

Answer: A, C

Explanation: Many hardware changes can be made through the Hardware Wizard, it is often easier to use the Device Manager, which provides a very simple and well-organized method to manage hardware in the system.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 564-676.

QUESTION 235:

When you add new hardware devices to Windows 95/98, it will detect the new hardware. What do Windows use to detect the new hardware?

- A. Plug and Play
- B. Add New Hardware Wizard
- C. Device Manager
- D. Control Panel

Answer: A

Explanation: When you start Windows after installing a new hardware device, it will normally detect the new device using Plug and Play and automatically install the software for it.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 564-676.

QUESTION 236:

In Windows XP, what happens when you press the Windows key + L short cut keys?

- A. Windows XP opens the Start menu.
- B. Windows XP logs the current user off.
- C. Windows XP refreshes the desktop.
- D. Windows XP locks the computer.

Answer: D

Explanation: This is the existing shortcuts involving the Windows key:

Windows logo key	Display or hide the Start menu
Windows logo key-L	Lock the computer
Windows logo key-BREAK	Display the System Properties dialog box
Windows logo key-D	Show the desktop
Windows logo key-M	Minimize all windows
Windows logo key-SHIFT+M	Restore minimized windows
Windows logo key-E	Open My Computer
Windows logo key-F	Search for a file or folder
CTRL+Windows logo key+F	Search for computers
Windows logo key-F1	Display Windows Help
Windows logo key-R	Open the Run dialog box
Windows logo key-U	Open Utility Manager
Application key	Display the Shortcut menu for the selected item

QUESTION 237:

The Windows Start menu can be accessed by pressing the Windows key or:

- A. Ctrl + F8
- B. Ctrl + Esc
- C. Ctrl + Shift
- D. Ctrl + Del

Answer: B

QUESTION 238:

You are a senior technician at Certkiller .com. One of the trainees asks you about the difference between the shutdown options in Windows XP. He wonders which of the options that stores information on the hard drive, keeps applications open, and

shuts the computer down completely?

- A. APM (Advanced Power Management)
- B. ACPI (Advanced Configuration and Power Interface)
- C. Standby mode
- D. Hibernate mode

Answer: D

Explanation: Advanced Power Management (APM) is an API developed by Intel and Microsoft which enables an operating system running an IBM-compatible personal computer to work with the BIOS (part of the computer's firmware) to achieve power management. The Advanced Configuration and Power Interface (ACPI) specification is an open industry standard first released in December 1996 developed by HP, Intel, Microsoft, Phoenix and Toshiba that defines common interfaces for hardware recognition, motherboard and device configuration and power management. ACPI is intended as the successor to APM. Standby mode does not keep applications open.

QUESTION 239:

Which of the following features will store information on a hard drive, not close applications and shut down a computer?

- A. The Advanced Power Management.
- B. The Advanced Configuration and Power Interface.
- C. The Standby Mode.
- D. The Hibernate Mode.

Answer: D

QUESTION 240:

How can you access the advanced Windows startup options while booting your computer?

- A. Press the F1 key.
- B. Press the F3 key.
- C. Press the F6 key.
- D. Press the F8 key.

Answer: D

QUESTION 241:

Which tool will allow you to remotely control an off-site Windows XP computer?

- A. The FTP Client Software.
- B. The Remote Desktop Connection.
- C. The Terminal Services License.
- D. The Network Neighborhood.

Answer: B

QUESTION 242:

Which of the following are the Windows configuration files?

- A. INI files and the System Registry
- B. AUTOEXEC.BAT.
- C. CONFIG.SYS.
- D. None of the above.

Answer: A

Explanation: When Windows 3.x programs are installed, their files are copied to the hard disk and entries are made into the Windows configuration files: the INI files and the System Registry.

Incorrect Answers:

B: The AUTOEXEC.BAT is a special batch file that executes automatically at system startup. This configuration file establishes the user environment and loads system drivers.

C: CONFIG.SYS also has a detailed role in the logical mapping of the PC's memory. It loads memory drivers.

D: This is incorrect since the Windows Configuration files consists of INI files and the System Registry.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 397

QUESTION 243:

What are the options that you can access when you go to the Windows Advanced Options menu? (Choose THREE.)

- A. Access the advanced startup options via F8.
- B. Access the Debug Mode with Command Prompt only.
- C. Access to the Last Known Good Configuration.
- D. Access to Directory Services Restore Mode.
- E. Access to SVGA Mode.
- F. Access to the Safe Mode with Networking option.

Answer: C, D, F

QUESTION 244:

Which of the following is use to copy multiple files and directories easily?

- A. XCOPY.EXE
- B. AUTOEXEC.BAT
- C. CONFIG.SYS
- D. SMARTDRV.EXE

Answer: A

Explanation: XCOPY.EXE allows you to copy multiple files and directories easily.

Incorrect Answers

B, C: AUTOEXEC.BAT and CONFIG.SYS which are the necessary memory managers and settings to get the computer up and running.

D: SMARTDRV.EXE increases file copy speed.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 523-547.

QUESTION 245:

Which of the following is a characteristic of the FAT file system?

- A. Supports compression, encryption, disk quotas, and file ownership.
- B. Allows for file-level security to protect system resources.
- C. Compatible with DOS and Windows 9x dual-boot configurations.
- D. None of the above

Answer: C

Explanation: FAT is the file system of DOS, and its advantages, one of it is that it is compatible with DOS and Windows 9x dual-boot configurations.

Incorrect Answers:

A, B: This is all characteristics of the NTFS file system.

D: FAT is the file system of DOS, and its advantages, one of it is that it is compatible with DOS and Windows 9x dual-boot configurations.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 548-592.

QUESTION 246:

What are the advantages that the Windows 2000 NTFS File System offers? (Select all that apply.)

- A. NTFS makes better use of large drives by using a more advanced method of saving and retrieving data.
- B. NTFS supports more system RAM than FAT32.
- C. The upgrade to NTFS enables increased file security, disk quotas, and disk compression.
- D. None of the above

Answer: A, C

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 598-604.

QUESTION 247:

Which of the following is a Windows 2000 utility that allows a user to manage files and directories from a single graphical interface?

- A. Event Viewer
- B. FDISK
- C. Windows Explorer
- D. SCANREG

Answer: C

Explanation: The Windows Explorer is a utility that allows the user to accomplish a number of important file-related tasks from a single graphical interface.

Incorrect Answers:

A: The Event Viewer is used to log data about the computer.

B: The FDISK utility is used to prepare a drive for first time usage.

D: The purpose and function of the SCANREG command is to allow you to scan the Registry by starting a Windows application that checks for errors and allows you to back up the Registry files.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 499.

QUESTION 248:

Which of the following is the component that allows you to manage files and directories on a Windows 2000 computer?

- A. Control Panel
- B. Windows Explorer
- C. File Manager
- D. Device Manager

Answer: B

Explanation: Windows Explorer allows the user to use drag-and-drop techniques and other graphical tools to manage the file system.

Incorrect Answers:

A: Control Panel has to do with configuring settings.

C: File Manager is a Windows 3.x feature.

D: Device Manager provides a very simple and well-organized method to manage hardware in the system.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 499, 507, 614, 832.

QUESTION 249:

Of the following methods, which is valid for creating a new folder in Windows Explorer?

A. Edit, Create, New, Folder.

B. View, Options, New, Folder

C. Double click in Display Window.

D. Right Click in Display Window, New, Folder.

Answer: D

Explanation: To create a new file, folder, or other object, navigate to the location where you want to create the object and then right-click in the right pane. In the menu that appears, select New and then choose the object you want to create.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 502.

QUESTION 250:

Which of the following are two factors that distinguish the NTFS file system from the FAT file system? (Select TWO.)

A. It is compatible with DOS and Windows 9x dual-boot configurations.

B. It supports larger partition sizes.

C. It can be accessed and modified using many standard DOS disk utilities.

D. It supports compression, encryption, disk quotas, and file ownership.

Answer: B, D

Explanation: The NTFS file system comes from Windows NT and is a more

sophisticated file system that has a number of enhancements that set it apart from FAT:

1. Supports larger partition sizes than FAT
2. Allows for file-level security to protect system resources
3. Supports compression, encryption, disk quotas, and file ownership

Incorrect Answers:

A, C: These are advantages of FAT.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 593.

QUESTION 251:

Which of the following tools is a place to get a quick look of what is being shared on your computer?

- A. Performance Logs and Alerts
- B. Disk Management
- C. Local Users and Groups
- D. Shared Folders

Answer: D

Explanation: The Shared Folders is used as a place to get a quick look of what is being shared on your computer.

Incorrect Answers:

A: The Performance Logs and Alerts are used to monitor system resource usage in real time or to log performance.

B: The Disk Management is Windows 2000's replacement for FDISK and can be used to create or delete partitions and even modify drive types.

C: The Local Users and Groups are for accounts are stored and modified.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 641

QUESTION 252:

You are working as a technician at Certkiller .com. You are installing several new computers in what is meant to be a computer lab. You choose to use FAT32 as filesystem for the new computers. Which of the following statements could be a reason to choose FAT32 instead of NTFS?

- A. FAT32 is needed for older hard drives which do not support NTFS.
- B. FAT32 is needed to avoid the need for user training about the NTFS file system.
- C. FAT32 is needed to provide full compatibility with legacy systems.
- D. FAT32 is needed for slower processors which do not support NTFS.

Answer: C

QUESTION 253:

Under which circumstances is it best to use FAT32 on a Windows XP install?

- A. When you are using older hard drives that does not support NTFS.
- B. When you want to avoid the need to train users about the NTFS file system.
- C. When you want to provide full compatibility with legacy systems.
- D. When you are using slower processors that do not support NTFS.

Answer: C

QUESTION 254:

Which Windows XP utility can be used to automate tasks?

- A. The MSCONFIG utility.
- B. The Task Manager.
- C. The Scheduled Tasks utility.
- D. The System Registry.

Answer: C

QUESTION 255:

Which of the following must you do before you can boot from a bootable CD ROM?

- A. Make sure the hard drive is formatted with NTFS.
- B. Change the BIOS boot sequence to CD-ROM, A, C
- C. Press the F8 key during the boot sequence.
- D. Make a bootable diskette.

Answer: B

Explanation: The BIOS might be set to boot from the hard drive before it tries to boot from the CD-ROM. In this case the boot sequence must be changed to make it possible to boot from the CD-ROM

QUESTION 256:

When installing Windows 98, what does the Compact installation install?

- A. A minimal set of components and options.
- B. Selected components and options.

- C. A general set of components and options as well as a number of communication tools.
- D. A general set of components and options.

Answer: A

Explanation: The compact option installs a minimal set of components and options.

Incorrect Answers:

B: Custom installation allows you to choose exactly which components you want. Each group generally has a number of options included with it, and you can choose to install all, some, or none of any component group.

C: Portable installs fewer components than the typical install, but it does include a number of communication tools left out of the typical install, including Dial-Up Networking.

D: Typical installs a good base of most elements and is the best option if you are installing a system for someone else, and are not sure which options to install.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 547-553.

QUESTION 257:

Which of the following media types will allow for the unattended mode of installation of Windows XP?

- A. Floppy disk and CD-ROM.
- B. SD memory card and network connection.
- C. CD-ROM and network connection.
- D. Modem and network connection.

Answer: C

QUESTION 258:

Which of the following files are required to boot a Windows NT system?

- A. SYSTEM.INI.
- B. SETUP.EXE.
- C. AUTOEXEC.BAT
- D. BOOT.INI

Answer: D

Explanation: The BOOT.INI file is a required Windows NT startup file.

Incorrect Answers

A: The SYSTEM.INI has settings for the drivers that Windows uses.

B: To upgrade from Windows 95 to Windows 98, you need to start the SETUP.EXE

program.

C: The AUTOEXEC.BAT is used in Windows 9x systems.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 598-604.

QUESTION 259:

A client has asked you to upgrade his Windows 98 system to Windows 2000. Which of the following should you do?

- A. Boot the system with the Windows 2000 CD.
- B. Start Windows 2000 Setup program from within the operating system.
- C. Copy Windows 2000 to the hard drive and restart.
- D. None of the above

Answer: B

Explanation: The simplest option is to place the Windows 2000 Professional disk into the CD-ROM drive of the machine to be upgraded. A window should automatically appear asking if you want to upgrade to Windows 2000.

Incorrect Answers

A, C: If you start the installation from outside the current system a clean operation system will be installed, not an upgrade.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 598-604.

QUESTION 260:

Which of the following should you start to upgrade Windows 95 to Windows 98?
(Select all that apply.)

- A. SYSTEM.INI.
- B. SETUP.EXE.
- C. WIN.INI.
- D. None of the above

Answer: B

Explanation: In order to start the upgrade, you need to start the SETUP.EXE program.

Incorrect Answers

A: The SYSTEM.INI has settings for the drivers that Windows uses.

C: The WIN.INI controls the Windows operating environment.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 547-553.

QUESTION 261:

In Windows 98, where is SETUP.EXE located? (Select all that apply.)

- A. In the Extended Partition.
- B. In the root directory of Disk 1 of the set of installation floppies.
- C. In the Add/Remove Programs.
- D. In the WIN98 directory of the installation CD-ROM.

Answer: B, D

Explanation: The program that performs the installation is called SETUP.EXE, and it's located either in the root directory of Disk 1 of the set of installation floppies or in the WIN98 directory of the installation CD-ROM.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 531-542.

QUESTION 262:

Which files does SETUP.EXE copy to the computer system?

- A. The memory managers and settings to get the computer up and running.
- B. The XCOPY.EXE files.
- C. Temporary files.
- D. All of the above.

Answer: C

Explanation: The SETUP.EXE copies a few temporary files to your hard disk. These temporary files are the components of the Installation Wizard that will guide you through the installation of Windows 9x.

Incorrect Answers

A:

The AUTOEXEC.BAT and CONFIG.SYS which are the necessary memory managers and settings to get the computer up and running.

B: The XCOPY.EXE allows you to copy multiple files and directories easily

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 531-542.

QUESTION 263:

What is the minimum recommended space required to install Windows 2000 Professional edition?

- A. 320 MB
- B. 1 GB
- C. 2 GB
- D. 1.5 GB

Answer: C

Explanation: The minimum requirement is 2GB plus, which is needed for your applications and storage.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 588-598.

QUESTION 264:

Which of the following drivers are compatible with Windows 2000?

- A. The drivers for Windows NT
- B. The drivers for Windows 98 SE
- C. The drivers for Windows 95
- D. All of the above

Answer: A

Explanation: Many Windows NT drivers will work with Windows 2000, while Windows 95 or 98 drivers will NOT work!

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 588-598.

QUESTION 265:

Which of the following does Windows 2000 Professional use to start Setup? (Select all that apply.)

- A. Install
- B. Winnt32
- C. Setup
- D. Winnt

Answer: B, D

Explanation: Professional has two different executables used to start Setup,

depending on the OS you are using to start the install. These executables are WINNT and WINNT32.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 588-598.

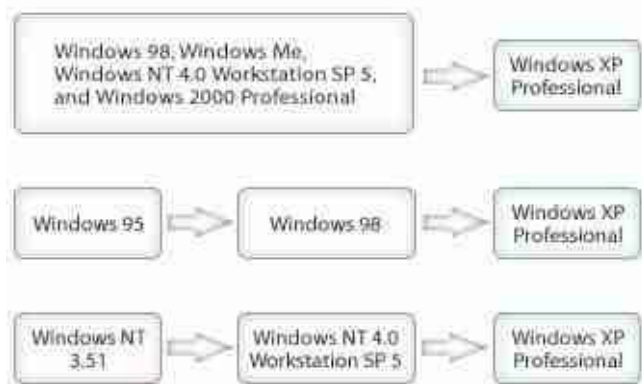
QUESTION 266:

You are working as a technician at Certkiller .com. Your boss has decided that all computers in the economics department has to be upgraded to Windows XP. Some of the computers are still running Windows 95 even though all the hardware meets the minimum requirements for Windows XP. Which of the following steps do you have to take in order to install Windows XP on the computers?

- A. Windows 95 must be uninstalled and then a Windows XP upgrade install can be performed.
- B. Windows 95 must be upgraded to Windows 98 and then to Windows XP.
- C. Windows 95 must be upgraded to Windows NT SP2 and then to Windows XP.
- D. A Windows XP upgrade install can be performed.

Answer: B

Explanation: The supported upgrade paths are shown in the exhibit.



QUESTION 267:

You are working as a technician at Certkiller .com. You are asked to install security updates as well as upgrade some device drivers on one of Certkiller .com domain controllers. Prior to performing this service on the domain controller, which of the following should you do FIRST?

- A. Backup data.
- B. Remove peripherals.
- C. Format the hard drive.
- D. Disconnect the external monitor.

Answer: A

Explanation: You should always backup data before performing maintenance in order to be able to restore former working conditions as fast as possible if something goes wrong.

QUESTION 268:

You are working as a technician at Certkiller .com. You are asked to upgrade a Windows 2000 computer running with Service Pack 2 to Service Pack 4. Which of the following statements are true?

- A. SP3 must be installed before installing SP4.
- B. SP4 normally includes SP3.
- C. SP4 requires an upgrade to Windows XP.
- D. SP2 must be removed before installing SP4.

Answer: B

Explanation: Service Packs are usually made so that they hold all earlier service packs, and therefore is only the latest service pack version interesting when upgrading a computer.

QUESTION 269:

You are working as a technician at Certkiller .com. You are troubleshooting a computer that is unable to connect to the network. You discover that the Windows XP workstation does not have the TCP/IP network protocol installed. Which of the following options under 'Add or Remove Programs' would be used to facilitate this install?

- A. Add/Remove Windows Components
- B. Set Program Access and Defaults
- C. Change or Remove programs
- D. Add New Programs

Answer: A

Explanation: After Windows XP is installed on your computer, you can use the Add or Remove Programs tool in Control Panel to add a Windows component that was not included in the original installation, or to remove an existing Windows component that you no longer require.

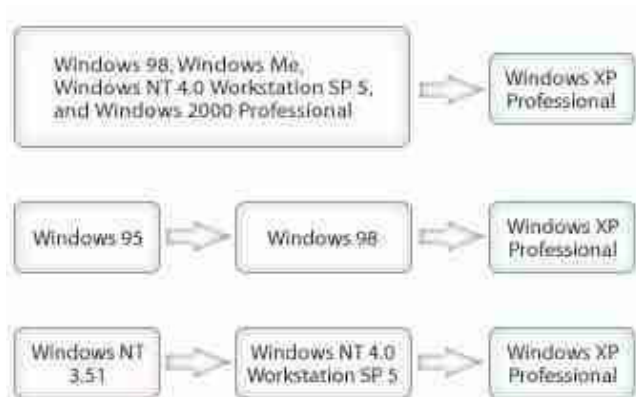
QUESTION 270:

You are working as a senior technician at Certkiller .com. A trainee asks which of the following upgrade paths are supported. What will you answer him? (Select TWO).

- A. Windows 95 to Windows XP
- B. Windows ME to Windows 2000
- C. Windows 3.x to Windows XP
- D. Windows ME to Windows XP
- E. Windows 98 to Windows 2000

Answer: D, E

Explanation: Supported upgrade paths to Windows 2000 exist from Windows 95/98 and Windows NT 3.51/4.0. The supported upgrade paths for Windows XP are shown in the exhibit.



QUESTION 271:

You work as a technician at Certkiller .com. A user on a network requests assistance with installing some software as he does not have administrative rights on the workstation himself. Which of the following tools can you use in order to login with administrative rights and perform the installation for all users?

- A. Remote Desktop.
- B. Remote Assistance.
- C. Computer Management (Remote).
- D. Remote Registry.

Answer: A

QUESTION 272:

What should be done when upgrading a Windows 95 computer to Windows XP? (Choose TWO.)

- A. Check whether all the minimum hardware requirements are met.

- B. Upgrade Windows 95 to Windows 98 and then to Windows XP.
- C. Uninstall Windows 95 and install a Windows XP upgrade.
- D. Upgrade Windows 95 to Windows NT SP2 and then to Windows XP.
- E. Install the Windows XP upgrade.

Answer: A, B

QUESTION 273:

What should you know prior to installing Service Pack 4 on a Windows 2000 computer that is currently running with Service Pack 2?

- A. You need to install SP3 prior to installing SP4.
- B. SP3 is usually included with SP4.
- C. You need to upgrade to Windows XP first.
- D. You must remove SP2 prior to installing SP4.

Answer: B

QUESTION 274:

Which option in the 'Add or Remove Programs' setting can be used to install the TCP/IP network protocol on a Windows XP computer?

- A. Use the Add/Remove Windows Components option.
- B. Use the Set Program Access and Defaults option.
- C. Use the Change or Remove Programs option.
- D. Use the Add New Programs option.

Answer: A

QUESTION 275:

There are several upgrade paths that people may want to use, which ones are supported? (Choose TWO.)

- A. Upgrading from Windows 95 to Windows XP.
- B. Upgrading from Windows ME to Windows 2000.
- C. Upgrading from Windows 3.x to Windows XP.
- D. Upgrading from Windows ME to Windows XP.
- E. Upgrading from Windows 98 to Windows 2000.

Answer: D, E

QUESTION 276:

One of the Certkiller .com users need to install software on his workstation but does not have administrative rights to the workstation which is located on the network. You need to address the issue and perform the installation. What should you do?

- A. Use Remote Desktop to login with administrative rights and perform the installation.
- B. Use Remote Assistance to login with administrative rights and perform the installation.
- C. Use Computer Management (Remote) to login with administrative rights and perform the installation.
- D. Use Remote Registry to login with administrative rights and perform the installation.

Answer: A

QUESTION 277:

How will you know that a computer is upgradable to Windows XP?

- A. Check the Windows Update website.
- B. Check with the Windows XP Readiness Analyzer.
- C. Check with the Windows Baseline Security Analyzer.
- D. Check with the Windows Software Update Services.

Answer: B

QUESTION 278:

Why is it that you experience problems when attempting to upgrade a Windows 95 system to Windows XP Home Edition?

- A. Windows 95 does not make provision for enough memory to install Windows XP Home Edition.
- B. Windows 95 does not make provision for the correct Windows XP Home Edition drivers.
- C. Windows 95 is not a supported upgrade path to Windows XP Home Edition.
- D. Windows 95 does not make provision for sufficient hard drive space.

Answer: C

QUESTION 279:

You need to transfer all your pictures, music, movies, documents and Internet Explorer favorites from your old Windows XP computer to your new Windows XP computer. What should you do?

- A. Take the hard drive that has all the wanted information and install it to the new computer as a slave drive and copy the files.

- B. Transfer the files using the User State Migration Tool (USMT).
- C. Use an external hard drive to drag and drop all the required files.
- D. Transfer all required files using the Files and Settings Transfer Wizard.

Answer: D

QUESTION 280:

What does one call the first phase of the Windows XP installation?

- A. DOS mode
- B. VGA mode
- C. SVGA mode
- D. Text mode

Answer: D

QUESTION 281:

Windows XP Professional supports a maximum _____ of RAM.

- A. 1 GB
- B. 2 GB
- C. 4 GB
- D. 8 GB

Answer: C

Explanation: The maximum amount of memory that can be supported on Windows XP Professional and Windows Server 2003 is 4 GB.

QUESTION 282:

When installing unsigned Windows drivers there is often a risk involved. From the following choose the most common risk.

- A. Deletion of files.
- B. Damage to devices.
- C. Files may be become fragmented.
- D. System stability may be compromised.

Answer: D

Explanation:

Digital signatures allow administrators and end users who are installing Windows-based software to know whether a legitimate publisher has provided the

software package. Earlier versions of Windows used digital signatures to discourage users from installing download packages, executable files, and drivers from untrusted sources.

QUESTION 283:

You are working as a technician at Certkiller .com. You are troubleshooting a laptop that is unable to use some generic usb devices with existing Windows drivers. You suspect that the device driver within Windows has become corrupt. Which of the following commands can be used in drivers.cab to replace a corrupt Windows system driver?

- A. EXTRACT
- B. DECOMPRESS
- C. UNCOMPRESS
- D. EXPAND

Answer: D

QUESTION 284:

You are working as a technician at Certkiller .com. A user calls and asks for assistance with a computer that is unusually slow. The computer is only 6 months old and has never been connected to the Internet. A initial check reveals no hardware related issues, which of the following should you try next in order to improve the computer's performance? (Select TWO).

- A. SCANDISK
- B. Disk Defragmenter
- C. Dr. Watson
- D. Disk Cleanup
- E. FDISK

Answer: B, D

Explanation:

SCANDISK or ScanDisk is a utility in MS-DOS and Microsoft Windows systems which checks and repairs filesystems and bad clusters. Fdisk is the name used for several hard disk partition table editor programs for PC compatible computers. In Microsoft Windows, Dr. Watson is an application debugger included with the operating system.

QUESTION 285:

You are working as a technician at Certkiller .com. Your boss's computer has been running slowly the last months and you suspect that the hard drive might be heavily

fragmented. Which of the following utilities should be run to check for fragmented files?

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

Answer: B

Explanation:

FAT: DOS 6.x and Windows 9x-systems come with a defragmentation utility called Defrag. The DOS version is a limited version of Norton SpeedDisk, and the Windows version is licensed from Diskeeper.

NTFS: Windows 2000 and newer include a defragmentation tool based on Diskeeper. NT 4 and below do not have built-in defragmentation utilities. Unfortunately the integrated defragger does not consolidate free space. Thus a heavily fragmented drive with many small files may still have no large consecutive free space after defragmentation. So any new large file will instantly be split into small fragments with immediate impact on performance. This can happen even if the overall disk usage is less than 60%.

QUESTION 286:

Which of the following can be used to check the file system structure?

- A. The SYSEDIT utility.
- B. The CHKDSK utility.
- C. The REGEDIT utility.
- D. The EVENT VIEWER utility.

Answer: B

QUESTION 287:

You need to remove a driver that is causing a Windows boot problem, which of the following actions do you need to perform?

- A. Access Device Manager to find out more about the issue
- B. Access the Display console to change the necessary video card settings, screen resolution, themes and skins, and display adapters
- C. Start Windows in Safe Mode, and remove the problematic driver.
- D. All of the above.

Answer: C

Explanation: After you have identified the problematic driver you need to start

Windows in Safe Mode, in order to remove it. Then, after rebooting again, you can start Windows in the normal operation mode.

Incorrect Answers

A, B, D: These statements are FALSE.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 785.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 288:

Which of the following can you use to identify problems in Windows XP Professional?

- A. Task Manager.
- B. Control Panel.
- C. Computer Management.
- D. Device Manager.

Answer: A

Explanation: Task Manager can be used to locate applications and services that are consuming too much system resources, and can be used to kill those process threads.

Incorrect Answers:

B: Control Panel houses a number of system utilities.

C: Computer Management is used to manage the System Tools, Storage space, and Services and Applications.

D: Device manager is used to manage devices, not virtual memory.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 609-617.

Ed Bott, Carl Siechert and Craig Stinson, Microsoft Windows XP Inside Out, 2nd Edition, Microsoft Press, Redmond, 2005, pp. 328-330.

QUESTION 289:

During the startup process, which Windows operating system pauses and then queries you to indicate whether you want to utilize the Last Known Good profile that worked the previously?

- A. Windows 2000
- B. Windows XP
- C. Window NT
- D. All of the above

Answer: C

Explanation: Window NT queries you to indicate whether you want to utilize the Last Known Good profile that worked previously. The operating system displays a listing of other available operating system from which to boot as well.

Incorrect Answers

A, B:

With Windows XP and Windows 2000, the BOOT.INI file continues to generate on offering of bootable operating systems. These operating systems do not provide the paused screen during the startup process, like Windows NT does.

D: When Window NT is the correct answer.

References:

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 290:

Which of the following Interactive Startup options should you select if you want to start Windows using only basic files and drivers, and network connections?

- A. Start Windows Normally option.
- B. Safe Mode option.
- C. Safe Mode with Command Prompt option
- D. Safe Mode with Networking option.

Answer: D

Explanation: The Safe Mode with Networking option starts Windows using only basic files and drivers, and network connections

Incorrect Answers

A: The Start Windows Normally Interactive Startup option enables options for starting the machine through the command line, and then allows the user to start Windows.

B: The Safe Mode option starts Windows in the very basic configuration, using 16 colors and 640x480 VGA graphic settings.

C: Safe Mode with Command Prompt starts Windows using only basic files and drivers, and in the command prompt. The GUI is not loaded with the option.

References:

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 291:

If you receive the "Non-system disk or disk error" error message, what issue should you start troubleshooting for?

- A. A missing operating system where the computer failed to locate a boot sector with an

- operating system installed.
B. A memory size error.
C. A missing or malfunctioning keyboard.
D. None of the above

Answer: A

Explanation: You have a missing operating system when the computer fails to locate a boot sector with an operating system installed on any of its disks.

Incorrect Answers

B: The power on self-test (POST), built into a computer, indicates memory specific issues with a number commencing with 2.

C: The power on self-test (POST), built into a computer, indicates missing or malfunctioning keyboard issues with a number commencing with 3.

D: A missing operating system is the correct answer.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 292:

Which of the following are typical indications of a boot process fail situation?

- A. An automatic reboot
B. Complete lock-up
C. A blank screen
D. A blue error screen
E. All of the above

Answer: E

Explanation: Each one of the above mentioned conditions point to a failed boot process.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777 - 779.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 293:

When you receive a "Kernel file is missing from the disk" error message, which of the following DOES NOT apply?

- A. The NTLDR.COM file is missing.
- B. The NTLDR.COM file can be copied over from a bootable floppy disk to correct the issue.
- C. The NTDETECT.COM file can be copied over from a bootable floppy disk to correct the issue.
- D. All statements do not apply.

Answer: C

Explanation: When you receive the "Kernel file is missing from the disk" error message, you have a NTLDR file missing or corrupt issue. The NTDETECT.COM file deals with hardware detection during startup.

Incorrect Answers

A, B, D: These statements are TRUE.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777 - 779.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 294:

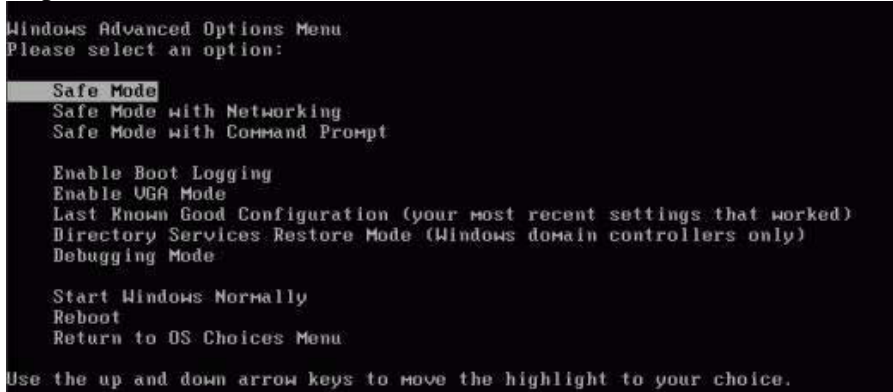
You work as a network technician at Certkiller .com.

You reboot your PC. During the reboot phase you select the Windows Advanced Options menu. What options are available to you at this point of time? Choose three.

- A. Press F8 for advanced startup options
- B. Debugging Mode with Command Prompt Only
- C. Last Known Good Configuration
- D. Directory Services Restore Mode
- E. SVGA Mode
- F. Safe Mode with Networking

Answer: C, D, F

Explanation:



QUESTION 295:

After performing a device driver upgrade on a client computer you get a system that reboots continuously as soon as it displays the Windows XP logo. In order to correct this issue, what should you try first?

- A. Boot into Recovery Console and use the FIXBOOT command.
- B. Reinstall device drivers in Safe Mode.
- C. Use the Last Known Good Configuration.
- D. Replace the faulty video card.

Answer: C

Explanation:

In versions NT and later of the Windows operating system (OS), a copy of a system's hardware configuration and driver settings taken from the system's registry when the OS successfully boots. This copy is stored in case a subsequent boot process fails, and the OS can use the record of the Last Known Good configuration to perform a successful boot. If Windows detects a problem in the boot process, it will add the Last Known Good configuration option to the start up menu.

QUESTION 296:

You are working as a network technician at Certkiller .com. You are asked to troubleshoot a computer that continuously restarts without ever getting to the Windows Desktop. Which of the following is MOST likely the cause of the restarts?

- A. The computer is missing critical system files.
- B. The hard drive is full and Windows is unable to create a swap file.
- C. Automatic Restart on System Failure is enabled.
- D. The computer has insufficient RAM to load the Windows kernel.

Answer: C

Explanation: Windows XP is programmed by default to restart immediately after a major error

QUESTION 297:

You are working as a Technician at Certkiller .com. You have just finished installing a new device driver on you boss's workstation, but the Windows XP operating system became unstable. The system is still unstable after a second reboot and choosing Last Known Good Configuration. This occurs because:

- A. the Last Known Good Configuration only works for hardware devices and any software changes are not applicable.
- B. the system's registry should have been saved prior to the installation of a device driver by using the System Restore application.
- C. the Last Known Good Configuration could not find a valid Restore Point since the System Restore was not run prior to the installation of the Device Driver.
- D. the system's registry is overwritten after every login and the settings on the initial install were overwritten after the first reboot and login.

Answer: D

Explanation: After a user has successfully logged in to the machine, Winlogon does the following:

- * Updates the Control Sets; the LastKnownGood control set is updated to reflect the current control set.
 - * User and Computer Group Policy settings are applied.
 - * Startup programs are run from the following locations:
 - 1.HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce
 - 2.HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\policies\Explorer\Run
 - 3.HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
 - 4.HKCU\Software\Microsoft\Windows NT\CurrentVersion\Windows\Run
 - 5.HKCU\Software\Microsoft\Windows\CurrentVersion\Run
 - 6.HKCU\Software\Microsoft\Windows\CurrentVersion\RunOnce
 - 7.All Users ProfilePath\Start Menu\Programs\Startup\ (please note that this path is localized on non-English versions of Windows)
 - 8.Current User ProfilePath\Start Menu\Programs\Startup\ (please note that this path is localized on non-English versions of Windows)
-

QUESTION 298:

Which of the following represents the shortcut to access the Start menu on a computer that runs either Windows 2000 or Windows XP?

- A. Ctrl + F8
- B. Ctrl + Esc

- C. Ctrl + Shift
- D. Ctrl + Del

Answer: B

QUESTION 299:

What should you do to troubleshoot a system that became unstable after running a system update?

- A. Use Safe Mode to boot the system and then re-install the system using the NTBACKUP.
- B. Work from a known, working restore point to restore the system.
- C. Use the Last Known Good Configuration and boot the system.
- D. Check which changes are recorded in the System Information application.

Answer: B

QUESTION 300:

Which of the following suffixes represents help files?

- A. A .doc file extension.
- B. A .chm file extension.
- C. A .dat file extension.
- D. A /mdb file extension.

Answer: B

QUESTION 301:

Which of these tools can be used to troubleshoot a Windows system that fails to load successfully? (Choose TWO.)

- A. The System Restore utility.
- B. The File Restore utility.
- C. The Automated System Recovery utility.
- D. The Sysedit.
- E. The Recovery Console.

Answer: C, E

QUESTION 302:

You are sent to investigate a Windows computer that displays a 'NTLDR is missing' error message. The message is displayed in a black screen right after the BIOS

splash screen. Which of the following methods would be the BEST method to repair the problem?

- A. Press F8 during boot and enter Safe Mode with networking and reinstall storage drivers.
- B. Boot using the LKGC (Last Known Good Configuration).
- C. Boot using the Recovery Console.
- D. Perform a system restore from within Safe Mode.

Answer: C

Explanation: The Recovery Console is a feature of the Windows 2000, Windows XP and Windows Server 2003 operating systems. It provides the means for administrators to perform a limited range of tasks using a command line interface. Its primary function is to enable administrators to recover from situations where Windows does not boot as far as presenting its graphical user interface.

QUESTION 303:

You are working as a technician at Certkiller .com. You have been asked to document the MAC address on several new systems that has recently been delivered. Which of the following Windows XP commands could you use to obtain the MAC address?

- A. WINCFG
- B. WINIPCFG
- C. IFCONFIG
- D. IPCONFIG /ALL

Answer: D

Explanation: ipconfig Windows is a command line utility that displays all current TCP/IP network configuration values and refreshes Dynamic Host Configuration Protocol DHCP and Domain Name System DNS settings.

QUESTION 304:

You are working as a senior technician at Certkiller .com. A trainee is attempting to run IPCONFIG from the 'Run' dialog box in Windows 2000/XP. He tells you that there is something wrong as after typing in IPCONFIG and selecting OK, a black window briefly appears and disappears. What would you tell the trainee?

- A. IPCONFIG can only be run in Safe Mode.
- B. IPCONFIG is not a valid Windows 2000/XP command.
- C. IPCONFIG has successfully executed and terminated.
- D. IPCONFIG requires a Terminal Services license.

Answer: C

Explanation: If you start the command directly from the Run dialog box, it will close the window as soon as the command has executed and terminated. If you want to see the output from a command you should first start cmd (the command line interpreter) and run the command from there, that way the window will stay up even after the command has executed and terminated.

QUESTION 305:

You are working as a technician at Certkiller .com. A user has requested some assistance with his computer. The workstation is only 6 months old but already it is operating more slowly and takes longer and longer to open documents. The user has never used this workstation for connecting to the internet, only for heavy calculations and simulations. Which of the following should you try first in order to improve the computer's performance? (Select TWO).

- A. Disk Cleanup
- B. Disk Defragmenter
- C. Dr. Watson
- D. SCANDISK
- E. FDISK

Answer: A, B

Explanation:

Windows Disk Defragmenter is a computer program included in Microsoft Windows designed to increase access speed (and sometimes increase the amount of usable space) by rearranging files stored on a disk to occupy contiguous storage locations, or defragmenting. The Disk Cleanup is a computer program tool included in Microsoft Windows designed to help free up space on the computer user's hard drive. It searches and analyzes the hard drive, and then it determines which files on a hard drive may no longer be needed and delete those files.

QUESTION 306:

How will you go about replacing a corrupt Windows system driver?

- A. Run the EXTRACT command in drivers.cab
- B. Run the DECOMPRESS command in drivers.cab.
- C. Run the UNCOMPRESS command in drivers.cab.
- D. Run the EXPAND command in drivers.cab.

Answer: D

QUESTION 307:

You need to reload your operating system from a CD. What should you do?

- A. You should modify the boot order in the BIOS.
- B. You need to modify the boot order in the current operating system.
- C. You need to modify the boot order using the command prompt.
- D. You need to modify the boot order in EPROM.

Answer: A

QUESTION 308:

Which of the following utilities can be used to temporarily disable certain startup software and services for diagnostic purposes?

- A. The MSCONFIG utility.
- B. The Task Manager.
- C. The Event Viewer.
- D. The Windows Registry.

Answer: A

QUESTION 309:

What is the first action that should be taken when diagnosing a computer system software problem?

- A. You must put on an Electrostatic Discharge (ESD) strap.
- B. You must check total memory.
- C. You must reboot the computer.
- D. You must document activities.

Answer: C

QUESTION 310:

A user reports that his Windows computer is having software-related problems. Where would the user locate the problem?

- A. In the CONFIG.SYS or AUTOEXEC.BAT.
- B. Check if the hardware device is plugged in properly.
- C. System resources
- D. You must check the EMM386.EXE

Answer: C

Explanation: There are three primary areas you can check for finding troubleshooting information in Windows. One of these areas is the system resources.

Incorrect Answers:

A: The two DOS configuration files are AUTOEXEC.BAT and CONFIG.SYS which are the necessary memory managers and settings to get the computer up and running.

B: This has nothing to do with the problem.

D: The EMM386.EXE is a memory driver.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 430

QUESTION 311:

You work as a network technician at Certkiller .com.
One of the users complains that her PC keeps rebooting.
What could be the cause for this?

- A. is an overheating CPU.
- B. is a missing PCI card.
- C. are memory and hard drive space limitations.
- D. is a defective monitor.
- E. Windows Update

Answer: A

Explanation: If the CPU overheats the PC will do shutdown to avoid damaging the hardware.

QUESTION 312:

Which of the following files starts the process of loading the operating system on the computer, and therefore needs to exist to boot Windows?

- A. NTLDR.COM.
- B. BOOT.INI
- C. NTBOOTDD.SYS
- D. NTDETECT.COM

Answer: A

Explanation: NTLDR.COM is the file that starts the process of loading the operating system on the computer. In order to load Windows, this file must exist and not be corrupted.

Incorrect Answers

B: BOOT.INI contains information on what operating systems are currently installed on

the computer.

C: NTBOOTDD.SYS loads the SCSI interface for a system with a SCSI boot device installed.

D: When Windows 2000 is loaded, NTDETECT.COM parses the system for hardware information.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 779 - 780.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 313:

Which of the following would cause a Windows XP system not to boot up? (Select all that apply.)

- A. A missing or corrupt NTLDR.
- B. An accidentally deleted CONFIG.SYS file.
- C. A missing or corrupt BOOT.INI
- D. An accidentally deleted AUTOEXEC.BAT file.

Answer: A, C

Explanation: NTLDR is heavily relied upon during the boot process. If it is missing or corrupted, Windows XP will not be able to boot. The BOOT.INI file is required for a successful boot on a Windows NT/2000/XP computer.

Incorrect Answers:

B, D: CONFIG.SYS and AUTOEXEC.BAT are required for Windows 9x systems.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 780.

QUESTION 314:

What is the purpose and function of the SCANREG command?

- A. Allows you to rename a file
- B. Allows you to create a new folder
- C. Allows you to scan the Registry by starting a Windows application that checks for errors and allows you to back up the Registry files
- D. Allows you to access CD-ROMs

Answer: C

Explanation: The purpose and function of the SCANREG command is to allow you to scan the Registry by starting a Windows application that checks for errors and

allows you to back up the Registry files.

Incorrect Answers:

A: This is the purpose and function of the REN command.

B: This is the purpose and function of the MD command.

D: This is the purpose and function of the MSCDEX command.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 526

QUESTION 315:

What is the purpose and function of the SCANDISK command?

A. Allows you to examine the hard drives of the computer

B. Allows you to delete files and subdirectories and is a more powerful extension of the DEL command

C. Allows you to duplicate floppy disks

D. Allows you to delete a file from the folder

Answer: A

Explanation: The purpose and function of the SCANDISK command is to allow you to examine the hard drives of the computer and is similar to CHECKDSK.

Incorrect Answers:

B: This is the purpose and function of the DELTREE command.

C: This is the purpose and function of the COPYDISK command.

D: This is the purpose and function of the DEL command.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 526

QUESTION 316:

Which of the following is a utility that allows you to fix corrupt file problems or disk errors on a computer running Windows 98?

A. SCANDISK

B. SCANREG

C. Event Viewer

D. FDISK

Answer: A

Explanation: The SCANDISK tool can be used to correct corrupt file problems or disk errors, like cross-linked files.

Incorrect Answers:

B: The purpose and function of the SCANREG command is to allow you to scan the Registry by starting a Windows application that checks for errors and allows you to back up the Registry files.

C: The Event Viewer is used to log data about the computer.

D: The FDISK utility is used to prepare a drive for first time usage.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 785.

QUESTION 317:

You are working as a technician at Certkiller .com. You have just finished updating the system on a workstation, but the workstation seems to have become unstable. Which of the following will allow you to return the system to the original state?

- A. Boot in safe mode and re-install the system from NTBACKUP.
- B. Restore the system from a known working restore point.
- C. Boot from the Last Known Good configuration.
- D. Determine recent changes as recorded in the System Information application.

Answer: B

Explanation: System Restore is a component of Microsoft's Windows Me, Windows XP and Windows Vista operating systems that allows for the rolling back of system files, registry keys, installed programs, etc., to a previous state in the event of a failure.

QUESTION 318:

A Certkiller .com user complains that his workstation reboots continually while displaying the Windows XP logo. You must address the issue. What should you do?

- A. Boot the computer using the FIXBOOT command from the Recovery Console.
- B. Boot the computer in Safe Mode to reinstall device drivers.
- C. Boot the computer using the Last Known Good Configuration.
- D. Reinstall Microsoft Windows XP Professional.

Answer: C

QUESTION 319:

You are running Windows XP on your computer. Which of the following functions will be performed when you use the short cut Windows key + L?

- A. The clipboard will be pasted to the desktop.
- B. The user will be logged off.

- C. Another user will be allowed to log in.
- D. The computer will be locked.

Answer: D

QUESTION 320:

You are working as a technician at Certkiller .com. You have been asked by a user to back up the files on his computer running Windows XP to a writeable CD. The user does not want to purchase any additional software. Which of the following could be used?

- A. Microsoft Backup
- B. Disk Cleanup to move files onto backup media
- C. System Restore
- D. Service Pack 2 to write to the CD

Answer: A

QUESTION 321:

You are working as a technician at Certkiller .com. You are asked to see if you can optimize the performance of the computers in the computer lab. Which of the following should you schedule to run at a regular interval in order to optimize system performance in the computer lab? (Select THREE).

- A. backup of data
- B. run a registry backup program
- C. deletion of temporary files
- D. defragment the hard drive
- E. run MSCONFIG
- F. run anti-spyware/malware program

Answer: C, D, F

Explanation: Backing up data or registry entries will not speed up a computer as the backup will not change anything on the computer itself. But a backup might be a good idea before doing any other performance raising tasks.

MSConfig, or System Configuration Utility, is a system configuration utility bundled with all Microsoft Windows operating systems released after 1995 except Windows 2000. Windows 2000 users can download the utility separately, however. This tool modifies which programs run at startup, edits certain configuration files, and simplifies controls over Windows services.

QUESTION 322:

Which of the following represents a preventative maintenance measure that ensures a secure and up-to-date operating system?

- A. Password management.
- B. OS security protocol.
- C. File encryption.
- D. Patch Management.

Answer: D

QUESTION 323:

You need to backup the files of a Windows XP computer onto a writeable CD but do not have the finances to purchase additional software. What should you do?

- A. Use Microsoft Backup.
- B. Use Disk Cleanup and move the files to the writeable CD.
- C. Use System Restore to perform the backup.
- D. Use Service Pack 2 to write the files to the CD.

Answer: A

QUESTION 324:

Which of the following would you find in the laser printer? (Select TWO.)

- A. Laser scanner
- B. Ink ribbon
- C. Toner cartridge
- D. Daisy wheel

Answer: A, C

Explanation: The laser printer consists of toner cartridge, fusing assembly, laser scanner; high-voltage power supply, DC power supply, paper transport assembly (including paper pickup rollers and paper registration rollers), corona, and printer controller circuitry.

Incorrect Answers:

B: The impact printer uses a mechanical device the drive forward until it hits unto the surface of the ink ribbon.

D: The Impact printer uses the daisy wheel

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 247

QUESTION 325:

Which of the following is TRUE about the impact printer?

- A. It consists of a print-head
- B. It consists of toner powder
- C. It consists of an ink ribbon
- D. It consists of an ink cartridge

Answer: C

Explanation: The impact printer uses a mechanical device the drive forward until it hits unto the surface of the ink ribbon.

Incorrect Answers:

- A: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.
- B: The laser uses the toner powder, which is made of plastic, metal, and organic material.
- D: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 245

QUESTION 326:

Which of the following printers use ink cartridges?

- A. Laser printers
- B. Bubble jet printers
- C. Impact printers
- D. None of the above

Answer: B

Explanation: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Incorrect Answers:

- A: The laser uses the toner powder.
- C: The impact printer uses a mechanical device the drive forward until it hits unto the surface of the ink ribbon.
- D: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 246

QUESTION 327:

Which of the following printers use a print-head and ink supply?

- A. Laser printers
- B. Bubble jet printers
- C. Impact printers
- D. None of the above

Answer: B

Explanation: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Incorrect Answers:

- A: The laser uses the toner powder, which is made of plastic, metal, and organic material.
- C: The impact printer uses a mechanical device the drive forward until it hits unto the surface of the ink ribbon.
- D: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 246

QUESTION 328:

The new Certkiller .com trainee technician wants to know under which category of printing devices the fax machine resort. How will you reply?

- A. Impact printers
- B. Direct thermal printers
- C. Bubble jet printers
- D. None of the above

Answer: B

Explanation: Direct thermal printers includes some fax machines and inexpensive and high-portability printers

Incorrect Answers:

- A: The impact printer uses dot matrix or the daisy wheel.
- C: The bubble-jet is an example of the color printers.
- D: This is incorrect since option B represents the answer.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 248

QUESTION 329:

In which of the following printer would you find the paper registration rollers?

- A. Daisy wheel printer

- B. Dot matrix printer
- C. Laser printer
- D. None of the above

Answer: C

Explanation: The laser printer consists of toner cartridge, fusing assembly, laser scanner; high-voltage power supply, DC power supply, paper transport assembly (including paper pickup rollers and paper registration rollers), corona, and printer controller circuitry.

Incorrect Answers:

A, B: Impact printers include the daisy wheel printer and dot matrix printer.

D: This is incorrect since option C represents the answer.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 247

QUESTION 330:

You are working as a technician at Certkiller .com. A developer asks if you can order a printer that can handle multi-part forms. What kind of printer would you order for the developer?

- A. laser
- B. ink jet
- C. dot matrix
- D. thermal

Answer: C

Explanation:

A dot matrix printer or impact matrix printer refers to a type of computer printer with a print head that runs back and forth on the page and prints by impact, striking an ink-soaked cloth ribbon against the paper, much like a typewriter.

Unlike a typewriter or daisy wheel printer, letters are drawn out of a dot matrix, and thus, varied fonts and arbitrary graphics can be produced. Because the printing involves mechanical pressure, these printers can create carbon copies and carbonless copies.

QUESTION 331:

You are working as a technician at Certkiller .com. A user that is working with layout needs a printer that is directly connected to his computer in order to preview prints before sending them to reproduction. The user is sending quite large printouts to the printer and is concerned about the data transfer rate between the computer and the printer. Which of the following provides the fastest interface for printing from

his workstation?

- A. USB 2.0
- B. Bluetooth
- C. IEEE 802.11g
- D. IEEE 802.11b

Answer: A

Explanation: USB 2.0 can handle speeds up to 480 Mbit/s. A version 1.2 Bluetooth device can handle speeds up to 1 Mbit/s. IEEE 802.11b and IEEE802.11g is for wireless Ethernet networks and can handle maximum 11Mbit/s respectively 54 Mbit/s

QUESTION 332:

Which of the following printers is best suited to print multi-part forms?

- A. A laser printer.
- B. An ink jet printer.
- C. A dot matrix printer.
- D. A bubble jet printer.

Answer: C

QUESTION 333:

Which of the following substance in the toner cartridge makes the toner "flows" better?

- A. Ink supply
- B. Polyester resins
- C. Iron oxide particles
- D. Carbon substance

Answer: B

Explanation: The polyester resin makes the "flow" of the toner better.

Incorrect Answers:

- A: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.
- C: An iron oxide particle makes the toner sensitive to electrical charges.
- D: This gives the color to the toner.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 247

QUESTION 334:

In a laser printer, which of the following components carries the toner, before it is used by the EP process?

- A. The drum
- B. Developer
- C. Toner cartridge
- D. None of the above

Answer: B

Explanation:

The toner contains a medium called the developer (carrier), which "carries" the toner until it is used by the EP process.

Incorrect Answers:

A: This drum is coated with a photosensitive material that can hold a static charge

C: The EP toner cartridge holds the toner.

D: The toner contains a medium called the developer (carrier), which "carries" the toner until it is used by the EP process.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 247

QUESTION 335:

Which part of the laser printer gives the voltage for the charge and the transfer corona assemblies?

- A. Controller circuitry
- B. High-voltage power supply (HVPS)
- C. DC power supply (DCPS)
- D. Transfer corona

Answer: B

Explanation: The high-voltage power supply supplies the voltages for the charge and transfer corona assemblies.

Incorrect Answers:

A: This large circuit board converts signals from the computer into signals for the various assemblies in the laser printer, using the process known as rasterizing.

C: This is the power supply for the Printer it selves.

D: The transfer corona assembly is charged with a high-voltage electrical charge. This assembly charges the paper, which pulls the toner from the photosensitive drum.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 276

QUESTION 336:

What is used to drain the charge in the paper when printing with a laser printer?

- A. Static-charge eliminator strip.
- B. The rubber cleaning blade.
- C. The iron particles in the toner.
- D. None of the above

Answer: A

Explanation: In the corona assembly is a static-charge eliminator strip that drains away the charge imparted to the paper by the corona. If you do not drain away the charge, the paper would stick to the EP cartridge and jam the printer.

Incorrect Answers:

- B: A rubber cleaning blade scrapes of any residual toner
- C: The iron oxide particles are used to make the toner sensitive to electrical charges.
- D: This is incorrect since one makes use of a static-charge eliminator strip to drain static charges in the paper.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 248

QUESTION 337:

What does one call the built-in software of a printer motherboard?

- A. The firmware.
- B. The BIOS.
- C. The CMOS.
- D. The driver.

Answer: A

QUESTION 338:

Which is the latest type of printer interface?

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

Answer: C

Explanation: The USB interface is the latest of the serial interface and parallel interfaces.

Incorrect Answers

A: The serial interface is slower than the parallel interface, so the serial is not preferably used.

B: The SCSI bus interface is a type of device management system. It was designed to attach peripheral devices to a PC's motherboard.

D: The parallel interface is the standard interface.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 286

QUESTION 339:

The fastest printing from a workstation would be provided by _____.

- A. USB 2.0
- B. Bluetooth
- C. IEEE 802.11a
- D. IEEE 802.11g

Answer: A

Explanation:

IEEE 802.11x is used for network connectivity. Bluetooth is a wireless protocol for most peripheral equipment, but the speed is only around 2Mbit/s. USB 2.0 has speeds up to 480 Mbit/s.

QUESTION 340:

After connecting a new printer to a Windows XP Home computer via a USB cable, the user complains that the computer recognized the new device but the printer still will not function. What is the most likely cause?

- A. The printer is connected to the wrong port.
- B. The device drivers are not installed.
- C. The computer must be rebooted
- D. The printer is not compatible with Windows XP.

Answer: B

Explanation: If Windows XP doesn't contain drivers for the new printer it will ask for it when it is connected. Unless the correct device drivers are provided the device will not function properly.

QUESTION 341:

Multi-part forms can be printed on _____.

- A. a laser jet printer
- B. an ink jet printer
- C. a dot matrix printer
- D. a bubble jet printer

Answer: C

QUESTION 342:

After installing a local USB printer which steps should the Certkiller .com technician take?

- A.
Install a standard driver from the Windows CD and connect the printer after the drivers are installed.
- B. Connect the printer to the computer and the Windows Plug and Play will tell the technician where to find the drivers on the internet.
- C. Install the drivers from the manufacturers CD and the installation procedure will tell the technician when to connect the printer.
- D. Connect the printer to the computer and then Windows Plug and Play will inform you that the printer is set up.

Answer: C

Explanation: Always follow manufacturers installation instructions, as in some cases Windows XP will use device drivers that will not work if the new device drivers are not installed before the device is connected and powered on.

QUESTION 343:

You need to upgrade the software that is installed in a printer. Which of the following alternatives refers to software that is built-in on hardware devices?

- A. firmware
- B. BIOS
- C. CMOS
- D. driver

Answer: A

Explanation: In computing, firmware is a computer program that is embedded in a hardware device, for example a microcontroller. It can also be provided on flash

ROMs or as a binary image file that can be uploaded onto existing hardware by a user. As its name suggests, firmware is somewhere between hardware and software. Like software, it is a computer program which is executed by a computer. But it is also an intimate and vital part of a piece of hardware, and has little meaning outside of that particular hardware.

QUESTION 344:

You are working as a technician at Certkiller .com. One user has heard of a new printer with outstanding performance to a small price and he wants to order one of those printers. Before ordering the printer you should examine whether the printer is supported by Windows. Which of the following would be the BEST method to use to determine whether a new printer will work with the user workstation? (Select TWO).

- A. Use Windows Update to see whether a new driver is available.
- B. Search the Internet for reviews of the printer in trade magazines.
- C. Check the HCL supplied by Microsoft for the particular Windows version.
- D. Use the Windows Device Manager to see whether the device driver is listed among those already installed in that version of Windows.
- E. Check the printer's documentation to see whether the manufacturer supports a particular Windows version.

Answer: C, E

Explanation: The HCL will tell what drivers that is available in the Windows installation from the beginning or through Windows Update. The printer's documentation will reveal if there is a driver for Windows provided by the manufacturer.

QUESTION 345:

You are working as a technician at Certkiller .com's main office. You have been asked to install a local USB printer. Which of the following would be the BEST steps for you to take?

- A. Install a generic driver from the same manufacturer and connect the printer after the drivers are installed.
- B. Connect the printer to the computer and the Windows Plug and Play will tell the technician where to find the drivers on the internet.
- C. Install the drivers from the manufacturers CD and the installation procedure will tell the technician when to connect the printer.
- D. Connect the printer to the computer and then Windows Plug and Play will automatically install a generic text-only driver.

Answer: C

Explanation:

If the device is connected and powered on before the appropriate device driver is existing on the workstation, then Windows might choose a device driver which is similar to the one needed but not working with this specific hardware. If that happens it will cause a lot of extra effort to get the system to use the correct device driver.

QUESTION 346:

You need to determine if the new printer is supported by Windows. What should you do? (Choose TWO.)

- A. Check for new driver availability on the official Windows Update website.
- B. Screen all magazines and search the Internet for reviews of the printer.
- C. Check the Microsoft HCL list for your particular version of Microsoft Windows.
- D. Make use of Windows Device Manager to check if the driver for the printer is already installed in your version of Microsoft Windows.
- E. Read the printer documentation to see if the manufacturer supports a particular version of Microsoft Windows.

Answer: C, E

QUESTION 347:

Which is the best way to install a local USB printer?

- A. First install a generic device driver and then connect the printer.
- B. First connect the printer via the USB cable to the computer and then use the Windows Plug and Play utility to locate the device drivers on the Internet.
- C. First install device drivers from the manufacturer's CD, and then connect the printer when prompted to do so in the installation procedure.
- D. First connect the printer via the USB cable to the computer and the Windows Plug and Play utility will automatically install the required drivers.

Answer: C

QUESTION 348:

You need to install a local parallel printer on a computer. The computer is running a version of Windows that makes provision for parallel printer usage. What should you do to install the software for the printer? (Choose TWO.)

- A. Click on System in the Control Panel, access the Printer Folder and select the correct driver.
- B. Connect the printer and use the Windows Plug and Play facility to install generic

device drivers.

- C. Run the manufacturer provided and recommended driver installation procedure.
- D. Just connect the printer and the printer will automatically install its drivers to the computer as an update.
- E. Make use of the Windows Printer Installation Wizard to install the printer.

Answer: C, E

QUESTION 349:

If a printer is not printing full color correctly, which of the following steps can be taken to attempt to solve the problem?

- A. Calibrate the printer.
- B. Reinstall the drivers.
- C. Swap the color cartridges.
- D. Replace the toner cartridge.

Answer: A

Explanation: Most issues where ink jet printers aren't printing with good quality can be fixed by running the printers built in calibration tool.

QUESTION 350:

When printing documents from an ink jet printer at Certkiller .com the documents appear to be blurred. Select from the list below what should be done.

- A. Add more paper.
- B. Calibrate the printer.
- C. Check the power supply.
- D. Replace the toner cartridge.

Answer: B

Explanation: Most issues where ink jet printers aren't printing with good quality can be fixed by running the printers built in calibration tool.

QUESTION 351:

For printing a lower resolution is only acceptable when _____.

- A. the low quality paper is used
- B. print speed is more important than print quality
- C. print quality is more important than speed
- D. the toner cartridge is low on toner

Answer: B

Explanation: Lower resolution will lower the quality and raise the speed of the printing. It will however in most cases not save any ink.

QUESTION 352:

While printing in full color, you observe small lines over the image. What should you try first in order to correct this?

- A. Run color registration.
- B. Replace the fuser unit.
- C. Calibrate the printer.
- D. Shake the toner cartridge.

Answer: A

Explanation: Most issues where ink jet printers aren't printing with good quality can be fixed by running the printers built in calibration tool.

QUESTION 353:

Under which circumstances are is lower resolution printing acceptable? (Choose TWO.)

- A. When customers want the best print quality possible.
- B. When customers want the printouts to be speedy rather than bother about print quality.
- C. When printing draft copies of documents.
- D. When customers are more concerned about print quality than print speed.
- E. When you are replacing toner.

Answer: B, C

QUESTION 354:

After printing for several weeks to a local printer the user suddenly cannot print any longer. From the following what should the technician check first?

- A. The printer cable.
- B. The paper tray.
- C. The print drivers.
- D. All of the above.

Answer: B

Explanation: First check if there is paper, next if all cables are connected as they should be. After that start some real troubleshooting.

QUESTION 355:

After printing a test page from an operational printer, the Certkiller .com technician is unable to print a document from Windows. On the printer what should the technician check first?

- A. The device drivers.
- B. The cable.
- C. The toner cartridge.
- D. The paper tray.

Answer: B

Explanation: First check if there is paper, next if all cables are connected as they should be. After that start some real troubleshooting. As the test page initiated at the printing device worked the paper tray is probably not empty.

QUESTION 356:

The scanner light comes on but when the scan button is pressed, nothing happens and the lamp doesn't move. The computer is still communicating with the scanner. From the following try and determine the cause of this problem.

- A. The USB port is faulty.
- B. The USB cable needs to be replaced.
- C. The user needs another lamp.
- D. The lamp is locked in place.

Answer: D

Explanation: Nothing wrong with the USB if the device and the computer is communicating. Check the scanners transport safety, as these use to lock all moving parts so that no harm will be done to them.

QUESTION 357:

A Certkiller .com user just purchased a USB printer and connected it to his Windows XP Home computer. The computer recognizes the printer as a new device, but the printer is not operational. What could be the most likely reason for the printer not working?

- A. The user connected the printer to a USB 1.1 port instead of a USB 2.0 port.
- B. The user did not install the device drivers first.

- C. The user already has another printer installed.
- D. The user does not have the permission to install a new printer.

Answer: B

QUESTION 358:

A Certkiller .com user complained that he is unable to print his documents. You need to address the problem. Thus you print a test page from the printer with success. What should you do next?

- A. Check the toner cartridge.
- B. Check the cable between the printer and the user's computer.
- C. Check the spooler service.
- D. Check the device drivers.

Answer: B

QUESTION 359:

What is the reason behind a laser printer producing smeared letters on its printouts?

- A. The tone cartridge should be replaced as it is practically empty.
- B. The print heads are defective and misses some letters.
- C. The drum kit is not fully operational.
- D. The fuser does not get hot enough to fix the printout to the paper.

Answer: D

QUESTION 360:

After trying to print a numeric error code is displayed on the screen of the printer. To determine the meaning of the code what should the technician do?

- A. Print a test page.
- B. Consult Microsoft Windows help files.
- C. Consult the printer's service manual.
- D. Load the default settings for the printer.

Answer: C

Explanation: The error codes displayed by the printing device should be explained in the service manual of the printer or on the manufacturers web site.

QUESTION 361:

Which of the following should be done first when troubleshooting a well-used printer that is not feeding paper properly?

- A. Check the fuser assembly.
- B. Check the printheads.
- C. Check the toner cartridge.
- D. Check the pickup rollers.

Answer: D

QUESTION 362:

What is the first thing that should be checked when a user reports that he is unable to print to a local printer to which he could print to successfully previously?

- A. Check whether the print driver files are corrupted or not.
- B. Check if there is paper in the printer.
- C. Check if the device drivers have been installed properly.
- D. Check if the user selected the correct print option in the application.

Answer: B

QUESTION 363:

What problem can be caused by the fusing assembly?

- A. It can cause a worn pickup assembly.
- B. The paper comes out with a smudged image, and toner rubs off.
- C. It causes a "misfeed" or "paper feed" error.
- D. None of the above

Answer: B

Explanation: When the paper comes out with a smudged image, and toner rubs off, the problem is in the fusing assembly.

Incorrect Answers:

A: A worn pickup assembly can cause a paper jam.

C: Paper jams in laser printers is when more than one piece of paper moves between the registration rollers and tries to go through the printer. This is also called a "misfeed" or "paper feed" error.

D: When the paper comes out with a smudged image, and toner rubs off, the problem is in the fusing assembly.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 379

QUESTION 364:

The usual cause of the paper jams in Bubble-jet printers is caused through a worn pickup roller. What is the other common cause of paper jams in Bubble-jet printers?

- A. Too much ink on the page.
- B. The wrong type of paper
- C. When more than one page enter the system.
- D. None of the above.

Answer: B

Explanation: Paper jams in bubble-jet printers are usually due to one of two things: a worn pickup roller, or the wrong type of paper.

Incorrect Answers:

A: If an ink cartridge becomes damaged, or develops a hole, it can put too much ink on the page and the letters will smear.

C: This happens in laser printer when the pick up roller pick up more than one page.

D: Paper jams in bubble-jet printers are usually due to one of two things: a worn pickup roller, or the wrong type of paper.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 415

QUESTION 365:

The term "ghosting" is used when there are light images of previously printed pages on the current page. Which of the following can be the cause of this? (Select TWO.)

- A. A bad erasure lamp.
- B. The wrong type of paper
- C. A broken cleaning blade.
- D. None of the above.

Answer: A, C

Explanation: If the erasure lamps are bad, the previous electrostatic discharges aren't completely wiped away. A broken cleaning blade, on the other hand, causes old toner to build up on the EP drum and consequently present itself in the next printed image.

Incorrect Option

B: This has nothing to do with the light images of the previous printing page.

D: If the erasure lamps are bad, the previous electrostatic discharges aren't completely wiped away. A broken cleaning blade, on the other hand, causes old toner to build up on the EP drum and consequently present itself in the next printed image.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 415.

QUESTION 366:

A customer reports that his laptop can no longer print to the printer, after relocating a Wireless IrDA (Infrared data association) printer. Explain by choosing from the following what the MOST likely cause of this problem would be.

- A. The printer is more than one meter (3 feet) from the laptop.
- B. The printer driver has not been set up.
- C. The laptop needs to be rebooted.
- D. The printer needs to be installed.

Answer: A

Explanation: IrDA range is about 1 meter.

QUESTION 367:

The letters seem to smear if touched straight after a document has been printed from a laser printer. From the following select the correct cause of this.

- A. The toner is running low.
- B. The cartridge must be changed.
- C. The toner has become desensitized.
- D. The fuser is not getting hot enough.

Answer: D

Explanation: fuser, the part of a laser printer that melts the toner onto the medium. It consists of a hot roller and a back-up roller. After toner is transferred to the paper, the fuser applies heat and pressure to ensure that the toner stays on the paper permanently. This is why paper is warm when it comes out of a laser printer.

QUESTION 368:

What would you check first if an ink jet printer is printing with a horizontal line missing in the middle of each letter?

- A. The paper feed mechanism.
- B. The toner cartridge.

- C. The print head.
- D. The device driver.

Answer: C

Explanation:

The print head consist of nozzles that produce very small ink bubbles that turn into tiny droplets of ink. These nozzles could get dry or stop working which would produce the "unprinted" line.

QUESTION 369:

Which of the following is the first step you should take when a Certkiller .com user's documents are in the print queue but will not print?

- A. Clear the print queue.
- B. Reboot the user's computer.
- C. Reboot the printer.
- D. Restart the print spooler.

Answer: D

Explanation: The print spooler sometimes hangs when working with large or graphic intensive documents.

QUESTION 370:

You have been asked to help a user who has some printing problems. The users documents appears in the print queue but will not print. Which of the following should you do FIRST?

- A. Open Printers and Faxes and rename the printer object.
- B. Delete and recreate the printer object.
- C. Update the device drivers for the printer.
- D. Restart the print spooler.

Answer: D

Explanation: The print spooler is the process that actually handles the sending of the document to the printer. The print spooler is known to hang under certain circumstances and should therefore be restarted.

QUESTION 371:

You are working as a senior network technician at Certkiller .com. A trainee asks you for some assistance. The trainee has installed a new printer, and connected it to a

users Windows XP Workstation computer via a USB cable. The trainee reports that the computer recognized a new device but the printer does not function. It is **MOST** likely that the user:

- A. connected the printer to a USB 1.1 port, instead of a USB 2.0 port.
- B. did not install the device drivers first.
- C. already has one printer installed.
- D. does not have permission to install a new printer in Windows XP Home.

Answer: B

Explanation: If you do not install the device driver first then Windows will choose the most appropriate device driver and install that one. This is often the cause of trouble with USB devices when Windows have installed a incompatible device driver to a USB device.

QUESTION 372:

You are working as a technician at Certkiller .com. A user has asked that you check out his ink jet printer. The printer prints text correctly, but there is a horizontal line missing in the middle of each letter. Which of the following should you check **FIRST**?

- A. you should check the cable between the printer and the computer
- B. you should check the paper feed mechanism
- C. you should check the print head
- D. you should check the device driver software

Answer: C

Explanation: The ink jet print head uses small holes to spray small dots of color on the paper. Sometime parts of the print head clogs or dries out so that it is unable to print to a specific part of the letter and therefore creating white lines through all the text.

QUESTION 373:

You are working as a technician at Certkiller .com. A user has called you and asked if you can check his ink jet printer. The printer is printing documents that appear blurred. Which of the following would be the **FIRST** step to take?

- A. Change the paper.
- B. Print a calibration page.
- C. Check the power supply.
- D. Replace the printer.

Answer: B

Explanation: The printer calibration will reset the nozzles of the printer cartridge and.

QUESTION 374:

You are working as a technician at Certkiller .com. You are asked to troubleshoot a printer that is unable to print. The printer was operational as late as last week. You are able to print a test page directly from the printer but when you attempts to print from Windows the job is unable to print. What should you check FIRST?

- A. toner.
- B. cable.
- C. spooler service.
- D. drivers.

Answer: B

QUESTION 375:

What should you do when a color printer is not printing full color correctly?

- A. You must calibrate the printer.
- B. You must run color registration.
- C. You must swap the color cartridges around.
- D. You must shake the toner cartridge.

Answer: A

QUESTION 376:

A Certkiller .com user reported an inability to print from his workstation even though the documents appear in the print queue. You need to address the issue. What should you do?

- A. First open Printers and Faxes to rename the printer object.
- B. First delete the existing printer object and then recreate the printer object.
- C. First update the device driver for the printer.
- D. First restart the print spooler.

Answer: D

QUESTION 377:

How will you troubleshoot an ink jet printer that is currently printing text correctly

except for a horizontal line that is missing in the middle of each letter?

- A. First check the cable between the printer and the computer.
- B. First check the paper feed mechanism.
- C. First check the print head.
- D. First check the device driver software.

Answer: C

QUESTION 378:

How would you troubleshoot an ink jet printer that is printing documents that appear blurry?

- A. You should check the paper feed mechanism first.
- B. You should first print a calibration page.
- C. You should check the power supply first.
- D. You should replace the toner first.

Answer: B

QUESTION 379:

You need to determine the meaning of the error code when your printer is displaying a numeric error code. What should you do?

- A. Check the printer test page.
- B. Look at the Microsoft Windows help files.
- C. Read the printer manufacturer's service manual.
- D. Consult the support.microsoft.com web site.

Answer: C

QUESTION 380:

What is the maximum speed of a T1 Internet connection?

- A. 1.544 Mbps
- B. 2.048 Mbps
- C. 44.736 Mbps
- D. 274.176 Mbps

Answer: A

Explanation: A T1 line operates at 1.544 Mbps.

Incorrect Answers:

- B: An E1 line operates at 2.048 Mbps.
C: A T3 line operates at 44.736 Mbps.
D: A T4 line operates at 274.176 Mbps.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 293-294.

QUESTION 381:

Which of the following is not a modem?

- A. ISDN
- B. CSU / DSU
- C. Cable
- D. DSL

Answer: B

Explanation: While a CSU / DSU connect a digital carrier line, such as the T-series or the DDS line to your network, it does not perform modulation and demodulation.

Incorrect Answers:

A, C, D: ISDN, Cable and DSL are all modems that modulate digital data onto an analog carrier for transmission over the internet and demodulates from the analog carrier to a digital signal at the receiving end.

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 63-69, 293.

QUESTION 382:

Which of the following IP blocks are reserved for private networks?

- A. 190.0.x.x
- B. 240.0.x.x
- C. 127.0.x.x
- D. 192.168.x.x

Answer: D

Explanation: The current private internet addresses are:

10.0.0.0 - 10.255.255.255

172.16.0.0 - 172.31.255.255

192.168.0.0 - 192.168. 255.255

QUESTION 383:

Which of the following describes a transmission technology on which data can be transmitted in both directions on a signal carrier, but NOT at the same time?

- A. bi-directional
- B. half duplex
- C. full duplex
- D. multi directional

Answer: B

Explanation: A half-duplex system provides for communication in both directions, but only one direction at a time (not simultaneously). A full-duplex system allows communication in both directions, and unlike half-duplex, allows this to happen simultaneously.

QUESTION 384:

_____ has the highest throughput.

- A. USB
- B. USB 2.0
- C. SCSI-1
- D. IEEE-1394

Answer: B

Explanation: Not so easy to answer as new Firewire and SCSI standards are developed.

Max throughput:

Firewire: 400 Mbps (original specification)

Firewire: IEEE 1894b: 800 Mbps

USB 2.0: 480 Mbps

Ultra3 SCSI: 1280 Mbps

QUESTION 385:

Which of the following is used to automate the IP configuration of network hosts?

- A. ARP
- B. DNS
- C. DHCP
- D. WINS

Answer: C

Explanation: DHCP is responsible for automating the IP configuration of DHCP

clients.

Incorrect Answers:

A: The Address Resolution Protocol (ARP) resolves an IP address to the MAC address. The MAC address is a Data Link layer address that is embedded in a ROM on the network device and is hard-coded to each network interface. It does not automate IP configurations.

B: The DNS service resolves fully qualified domain names and host names to IP addresses. It does not automate IP configurations.

D: WINS resolves NetBIOS names to IP addresses. It does not automate IP configurations.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 82, 84, 112-113, 138-144.

QUESTION 386:

Which of the following provides name resolution on the Internet?

- A. DHCP (Dynamic Host Configuration Protocol)
- B. DNS (Domain Name Service)
- C. WINS (Windows Internet Name Service)
- D. NAT (Network Address Translation)

Answer: B

Explanation: The internet uses host names. DNS is responsible for host name resolution.

Incorrect Answers:

A: DHCP is responsible for automating the assignment of IP configurations to computer systems on a TCP/IP network. It is not used for name resolution.

C: WINS provides NetBIOS name resolution, not host name resolution.

D: NAT allows multiple private IP addresses to be mapped to a single public IP address, and allows hosts on a private network to connect to the Internet. It does not provide name resolution.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 136-144, 245.

QUESTION 387:

Which access method is used in Token Ring?

- A. Token passing
- B. Full duplex
- C. CSMA / CA (Carrier Sense Multiple Access / Collision Avoidance)
- D. CSMA / CD (Carrier Sense Multiple Access / Collision Detection)

Answer: A

Explanation: Token passing occurs in Token Bus and Token Ring.

Incorrect Answers:

B: Full duplex describes a transmission characteristic in which data can be transmitted in both directions simultaneously. This is not an access method.

C: Ethernet uses CSMA / CD (Carrier Sense Multiple Access / Collision Detection).

D: Wireless LAN uses CSMA / CA (Carrier Sense Multiple Access / Collision Avoidance).

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 331-332.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 63-66.

QUESTION 388:

Which access method is used in IEEE 802.11 networks?

- A. Token passing
- B. Half duplex
- C. CSMA / CA (Carrier Sense Multiple Access / Collision Avoidance)
- D. CSMA / CD (Carrier Sense Multiple Access / Collision Detection)

Answer: C

Explanation: IEEE 802.11 is Wireless Ethernet which uses CSMA / CA (Carrier Sense Multiple Access / Collision Avoidance).

Incorrect Answers:

A: Token passing occurs in Token Bus and Token Ring.

B: Full duplex describes a transmission characteristic in which data can be transmitted in both directions simultaneously. This is not an access method.

D: Ethernet uses CSMA / CD (Carrier Sense Multiple Access / Collision Detection).

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 63-66.

QUESTION 389:

A user asks you how far from the computer she can have a Bluetooth connected device. What would your answer be?

- A. 50 feet (15 meters)
- B. 30 feet (9 meters)
- C. 10 feet (3 meters)

D. 20 feet (6 meters)

Answer: B

QUESTION 390:

You are a technician at Certkiller .com. You have been sent to a branch office in order to document their network. The on-site technician states that they use manually assigned IP addresses. What would the correct term for manually assigned IP addresses be?

- A. alternate IP Configuration
- B. DHCP
- C. static IP addressing
- D. APIPA

Answer: C

Explanation: Alternate IP Configuration will be used for assigning static IP address that is used when of site (for example at home if it is a laptop). DHCP is used for automatic and dynamic assignment of IP addresses. APIPA is a automatically assigned IP address that the OS uses when neither a static IP address or a DHCP server is available.

QUESTION 391:

You are a technician at Certkiller .com's main office. You have been sent to a small branch office to investigate possible upgrades on the network as the users complain about the network being slow. The branch office network is connected with hubs and have 200 computers on it. Which of the following would be the BEST upgrade suggestion?

- A. fiber converters
- B. switches
- C. routers
- D. CAT6 cabling

Answer: B

Explanation: A Ethernet hub forwards all received packets to all ports except the sending port. A switch builds a table over known MAC addresses and therefore more often only send the packet out the destination port. This difference makes that switches has a much smaller collision domain and therefore is much more efficient even if both operate at 100 Mbit/s

QUESTION 392:

You are a network technician at Certkiller .com. You are sent to a branch office to install a small network for the 5 employees on-site. Which of the following network models would be ideal for the small office?

- A. token ring
- B. FTP
- C. client server
- D. peer to peer

Answer: D

Explanation: With a peer to peer network, there is no need for servers or network specific services like DHCP server.

QUESTION 393:

You are working as a technician at Certkiller .com. You have been asked to help a user set up a remote workplace in the employee's home. You have installed a new cable modem and a new router, which of the following should be the order used to start up the newly installed devices?

- A. Turn on the computer, then the cable modem, and then the router.
- B. Turn on the cable modem, then the router, and then the computer.
- C. Turn on the router, then the computer, and then the cable modem.
- D. Turn on the cable modem, then the computer, and then the router.

Answer: B

Explanation: The cable modem needs to get it's address from the ISP (Internet Service Provider) before it can handle an address to the router. The computer needs to get it's address from the router once it is up and operational.

QUESTION 394:

You are working as a network technician at Certkiller .com. A user that has heard that microwave Owens sometimes disturb WLAN's wants to know in what radio frequency 802.11a operates. What will you answer him?

- A. 10 MHz
- B. 5 GHz
- C. 2.4 GHz
- D. 900 MHz

Answer: B

Explanation: 802.11b and 802.11g use the 2.4 GHz band. 802.11a uses the 5GHz band.

QUESTION 395:

You are working as a senior network technician at Certkiller .com. A trainee asks you what the physical address of a network interface card (NIC) is called. What will you answer him?

- A. SSID.
- B. DHCP address.
- C. IP address.
- D. MAC address.

Answer: D

Explanation: In computer networking a Media Access Control address (MAC address) or Ethernet Hardware Address (EHA) or hardware address or adapter address is a quasi-unique identifier attached to most network adapters (NICs). It is a number that acts like a name for a particular network adapter, so, for example, the network cards (or built-in network adapters) in two different computers will have different names, or MAC addresses, as would an Ethernet adapter and a wireless adapter in the same computer, and as would multiple network cards in a router. However, it is possible to change the MAC address on most of today's hardware.

QUESTION 396:

You are working as a senior network technician at Certkiller .com. You are learning a trainee about different kinds of broadband. When you come to broadband delivered over satellite you tell the trainee about the delay that occurs when communicating over satellites. What is this delay called?

- A. impedance.
- B. attenuation.
- C. latency.
- D. echo.

Answer: C

Explanation: Communications latency is the time taken for a packet of data to be sent from one application, travel to, and be received by another application. This includes transit time over the network, and processing time at the source and the destination computers. Specifically, this is the time for encoding the packet for transmission and transmitting it, the time for that serial data to traverse the

network equipment between the nodes, and the time to get the data off the circuit. This is also known as "one-way latency". A minimum bound on latency is determined by the distance between communicating devices and the speed at which the signal propagates in the circuits (typically 70-95% of the speed of light). Actual latency is much higher, due to packet processing in networking equipment, and other traffic.

QUESTION 397:

You are working as a network technician at Certkiller .com. You are installing a Wireless LAN at a branch office. The WLAN will comply to the IEEE 802.11g standard. A user at the branch office wants to know what the maximum connection speed of the wireless connection will be. What will you answer him?

- A. 24 Mbps
- B. 54 Mbps
- C. 15 Mbps
- D. 11 Mbps

Answer: B

Explanation: 802.11g works in the 2.4 GHz band (like 802.11b) but operates at a maximum raw data rate of 54 Mbit/s, or about 19 Mbit/s net throughput (identical to 802.11a core, except for some additional legacy overhead for backward compatibility). 802.11g hardware is fully backwards compatible with 802.11b hardware. Details of making b and g work well together occupied much of the lingering technical process.

QUESTION 398:

What is the maximum distance that Bluetooth technology can transmit?

- A. 50 feet (15 meters).
- B. 30 feet (9 meters).
- C. 10 feet (3 meters).
- D. 20 feet (6 meters).

Answer: B

QUESTION 399:

What is the term used to refer to manual IP address assignment?

- A. Alternate IP Configuration.
- B. DHCP
- C. Static IP Addressing.

D. APIPA

Answer: C

QUESTION 400:

Which of the following has Wireless Encryption Protocol (WEP) as a standard?

- A. Privacy encryption on IEEE 1284.
- B. Privacy encryption on business networks.
- C. Data encryption over IEEE 802.11x networks.
- D. Data encryption over WANs.

Answer: C

QUESTION 401:

Which network model is best suited for use in a small office?

- A. A token ring.
- B. An FTP network.
- C. A client server network.
- D. A peer to peer network.

Answer: D

QUESTION 402:

What does one call the physical address of a network interface card (NIC)?

- A. The SSID.
- B. The DNS address.
- C. The IP address.
- D. The MAC address.

Answer: D

QUESTION 403:

What does one call the delay that happened in digital satellite broadband connections?

- A. Impedance
- B. Attenuation
- C. Latency
- D. Echo

Answer: C

QUESTION 404:

Which IP address range indicates that Automatic private internet protocol addressing (APIPA) has been used for assigning IP addresses?

- A. 192.168.0.1 to 192.168.0.255
- B. 172.16.0.1 to 172.16.0.0
- C. 169.254.0.1 to 169.254.x.x
- D. 10.0.0.1 to 10.254.x.x

Answer: C

QUESTION 405:

You need to set up a network without using a dedicated server. What should you do?

- A. Use native mode networking.
- B. Use a peer-to-peer arrangement.
- C. Use mixed mode networking.
- D. Use a domain network.

Answer: B

QUESTION 406:

Which of the following Ethernet cable standards supports transmission speeds of over 200 Mbps?

- A. CAT4
- B. CAT3
- C. CAT5
- D. CAT6

Answer: D

Explanation: CAT6 cable, which is rated at over 1000 Mbps.

Incorrect Answers:

B: CAT3 cable is rated at up to 16 Mbps only.

C: CAT5 cable is rated at up to 100 Mbps only.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 20-21, 23, 144.

QUESTION 407:

Which of the following supports the longest transmission distance?

- A. Coaxial cable
- B. Fiber Optic cable
- C. UTP cable
- D. Wireless

Answer: B

Explanation: Fiber optic provides the longest transmission distance of up to 10,000 meters.

Incorrect Answers:

A: Coaxial cable provides transmission distances of up to 500 meters.

C: UTP cable provides transmission distances of up to 100 meters.

D: Wireless connections provide transmission distances of up to 450 meters.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 320-323.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 30-31.

QUESTION 408:

What is the minimum cable rating required for a 1000BASE-TX network?

- A. CAT3.
- B. CAT5.
- C. CAT5e.
- D. CAT6.

Answer: C

Explanation: A 1000BASE-TX network operates at up to 10000 Mbps. The minimum cable rating that can support this speed is CAT5e cable, which is rated at up to 1000 Mbps while CAT5 cable is rated at up to 100 Mbps only.

Incorrect Answers:

A: A 1000BASE-TX network operates at up to 10000 Mbps while CAT3 cable is rated at up to 16 Mbps only.

B: A 1000BASE-TX network operates at up to 10000 Mbps while CAT5 cable is rated at up to 100 Mbps only.

D: A 1000BASE-TX network operates at up to 1000 Mbps. CAT5e cable is rated at up to

1000 Mbps, while CAT6 cable is rated at over 1000 Mbps. Thus CAT5e is the minimum cable rating required to fully support a 1000BASE-TX network.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 20-21, 23, 144.

QUESTION 409:

You have two workstations. Each workstation has a 100BASE-T network card. You want to connect the two workstations directly without the use of a hub or switch. Which cable could you use?

- A. CAT3 crossover
- B. CAT5 crossover
- C. CAT3 straight
- D. CAT5 straight

Answer: B

Explanation:

Both workstations' NIC will be physically and electronically the same medium dependent interface (MDI), therefore, you need a crossover cable to connect the two together. 100BASE-T has a transmissions speed of up to 100 Mbps. The minimum twisted-pair, copper cable that can support these speeds is CAT5 cable.

Incorrect Answers:

A, C: Both workstations' NIC will be physically and electronically the same as a medium dependent interface (MDI), therefore, you need a crossover cable to connect the two together. 100BASE-T has a transmissions speed of up to 100 Mbps. However, CAT3 cable is rated at only 16 Mbps. The minimum cable rating that can support 100Mbps CAT5 cable.

D: Straight cable can connect a workstation on a 100BASE-TX network to hub, router, or switch, which would have medium dependent interface-crossover (MDI-X) port. However, a crossover cable is required to connect two client workstations directly as the two workstations will have similar medium dependent interfaces (MDIs).

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 20-21, 23, 144, 290-292, 436-437.

QUESTION 410:

Certkiller .com has a routed network. You need to extend the network by adding a second router. How would you use to connect the two routers?

- A. Use a patch cable.
- B. Use a crossover cable.
- C. Use a Category 5 cable.
- D. Two routers cannot be connected together.

Answer: B

Explanation: The ports on the two routers will be physically and electronically the same medium dependent interface (MDI), therefore, you need a crossover cable to connect the two together.

Incorrect Answers:

A, C:

The ports on the two routers will be physically and electronically the same medium dependent interface (MDI), therefore, you need a crossover cable to connect the two together. A straight through CAT5 or patch cable will not work.

D: You can connect the two routers by using a crossover cable.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 20-21, 23, 144, 290-292, 436-437.

QUESTION 411:

Which media type is the MOST susceptible to electromagnetic interference (EMI)?

- A. Category 5 UTP cable
- B. RG-8 coaxial cable
- C. Single-Mode Fiber Optic cable
- D. MultiMode Fiber Optic cable

Answer: A

Explanation: UTP cable is susceptible to EMI.

Incorrect Answers:

B: RG-8 coaxial cable is also susceptible to EMI, but not to the same extent as UTP.

C, D: Fiber optic cable is immune to EMI.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 19-20, 25-27.

QUESTION 412:

Which media type is NOT susceptible to electromagnetic interference (EMI)?
(Select all that apply.)

- A. Unshielded Twister Pair cable
- B. Shielded Twister Pair cable
- C. Coaxial cable
- D. Fiber Optic cable

Answer: D

Explanation: Fiber optic cable is immune to EMI.

Incorrect Answers:

A, B: Both STP and UTP are very susceptible to EMI.

C: Coaxial cable is also susceptible to EMI, but not to the same extent as STP and UTP.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 19-20, 25-27.

QUESTION 413:

What is the maximum segment length of a 100BASE-TX cable?

- A. 25 meters
- B. 75 meters
- C. 100 meters
- D. 182 meters
- E. 550 meters

Answer: C

Explanation: 100BASE-TX uses UTP cable with a maximum transmission distance of 100 m.

Incorrect Answers:

A: 1000BASE-CX uses STP cable with a maximum transmission distance of 25 m.

B: 1000BASE-T uses UTP cable with a maximum transmission distance of 75 m.

D: 10BASE2 uses thin coaxial cable with a maximum transmission distance of 182 m.

E: 1000BASE-SX uses multimode fiber optic cable that has a maximum transmission distance of 550 m.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 30-31.

QUESTION 414:

The maximum segment length of a CAT5 UTP cable is _____.

- A. 246 feet (75 meters)
- B. 656 feet (200 meters)
- C. 328 feet (100 meters)
- D. 164 feet (50 meters)

Answer: C

Explanation: For Ethernet networks cables are still limited to a maximum of 100 m (328 ft) in length (normal practice is to limit fixed ("horizontal") cables to 90 m to allow for up to 5 m of patch cable at each end).

QUESTION 415:

A Certkiller .com user is unsure of the cabling standards to use when installing a gigabit Ethernet network. From the following select the best one should they use?

- A. CAT6
- B. CAT5e
- C. CAT5
- D. CAT4

Answer: A

Explanation: Cat 6-Category - 6, (ANSI/TIA/EIA-568-B.2-1) is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards. Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard provides performance of up to 250 MHz and is suitable for 10BASE-T / 100BASE-TX and 1000BASE-T (Gigabit Ethernet).

QUESTION 416:

You are working as a network technician at Certkiller .com. A user from a branch office wants you to install a gigabit Ethernet network at the branch office. Which of the following types of cabling standards would be BEST to use?

- A. CAT6
- B. CAT5/5e
- C. CAT3
- D. RG6/11

Answer: A

Explanation: Cat6 is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.

QUESTION 417:

Which cabling standard is best suited for use when installing a gigabit Ethernet network?

- A. CAT6
- B. CAT5/5e
- C. CAT3
- D. RG6/11

Answer: A

QUESTION 418:

Which of the following will work with an 802.11g network?

- A. RJ-45
- B. 10BaseT
- C. 802.11a
- D. 802.11b

Answer: D

QUESTION 419:

Which information should be configured on a computer to access a network where the network uses a wireless access point that also serves as the router and DHCP server?

- A. The IP address.
- B. The wireless subnet.
- C. The ARP settings.
- D. The SSID.

Answer: D

QUESTION 420:

Which of the following is the connector used for 100Base-T Ethernet cables?

- A. RJ-11

- B. BNC
- C. RG-58
- D. RJ-45

Answer: D

Explanation: RJ-45 is the eight-pin connector used for data transmission over twisted-pair wiring. RJ-45 is the connector used on 100Base-T Ethernet cables.

Incorrect answers:

A: The connector on the end of the cord that runs from the phone to the wall is an RJ-11 connector.

B: BNC connectors are used for Thinnet (10Base-2) Ethernet connections.

C: RG-58 is coaxial cable. It is not a connector.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 17, 18, and 260.

QUESTION 421:

Which connectors does 1000BASE-TX use?

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

Answer: B

Explanation: 1000BASE-TX uses UTP cable with RJ-45 connectors.

Incorrect Answers:

A, D: MT-RJ and ST are fiber optic connectors. However, 1000BASE-TX uses UTP copper cable.

C: Modems use RJ-11 connectors to connect to the telephone line.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325,327.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 22-29.

QUESTION 422:

Which of the following denotes the amount of pins found in an IEEE 1394 connector? (Select all that apply.)

- A. 5
- B. 6

- C. 4
- D. 9

Answer: B, C

Explanation:

FireWire connectors can be either 4-pin or 6-pin connectors, with either 4 or 6 leads in the actual cables.

Incorrect answers:

A, D: FireWire connectors have either 4- or 6 pins and not 5 or 9.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, pp. 407.

QUESTION 423:

Which of the following requires a cable with RJ-45 connectors?

- A. 10Base2
- B. 10Base5
- C. 10BaseT
- D. 10BaseFL

Answer: C

Explanation: A 10BaseT cable is either an UTP or a STP cable. Both these cables use the RJ-45 connections.

Incorrect Answers

A, B: Coaxial cables are used on thinnet (10Base2) or thicknet (10Base5) networks.

D: Fiber connectors are used on 10BaseFL networks.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, p. 323.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 65.

QUESTION 424:

How many pairs of wires are used in an RJ-45 connector?

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

Answer: C

An RJ-45 connector is used on UTP cable which consists of 4 pairs of twisted wires.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325-327.

QUESTION 425:

Which type of a cable uses RJ-45 connectors?

- A. RG-58 Coaxial
- B. RG-59 Coaxial
- C. Unshielded Twisted Pair
- D. Multimode fiber optic

Answer: C

Explanation: RJ-45 connectors are used with UTP and STP cables.

Incorrect Answers:

A, B: RG-58 and RG-59 coaxial cable uses BNC connectors, not RJ-45 connectors.

D: Multimode fiber optic cable use ST or SC connectors.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 325-327.

QUESTION 426:

Certkiller .com has two Windows XP Professional computers that are being connected to a single broadband Internet connection by a router. From the following which do you think would be used to configure the router?

- A. The monitor and keyboard linked to the router.
- B. The My Network folder on one of the computers.
- C. The Networking applet in the Control Panel.
- D. Internet Explorer running on one of the computers.

Answer: D

Explanation: All SOHO routers today are configured through a https login on the routers internal interface.

QUESTION 427:

Which of the following can be used to connect dissimilar networks?

- A. Modem
- B. Switch

- C. Gateway
- D. Bridge

Answer: C

Explanation: A gateway is any hardware and software combination that connects dissimilar network environments.

Incorrect Answers:

- A: A modem modulates digital data onto an analog carrier for transmission over the internet and demodulates from the analog carrier to a digital signal at the receiving end.
- B: A switch connects multiple segments of a network together.
- D: A bridge connects two similar network segments together but keeps traffic separated on both sides of the bridge. Traffic is only allowed to pass through the bridge if it is intended for a host on the other side of the bridge.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 312-317.
David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 32-34.

QUESTION 428:

Which of the following devices can be used to connect two similar network segments but keeps network traffic separate on the two segments?

- A. Modem
- B. Switch
- C. Gateway
- D. Bridge

Answer: D

Explanation: A bridge connects two similar network segments together but keeps traffic separated on both sides of the bridge. Traffic is only allowed to pass through the bridge if it is intended for a host on the other side of the bridge.

Incorrect Answers:

- A: A modem modulates digital data onto an analog carrier for transmission over the internet and demodulates from the analog carrier to a digital signal at the receiving end.
- B: A switch connects multiple segments of a network together.
- C: A gateway is any hardware and software combination that connects dissimilar network environments.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2002, pp. 332-334.
David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 32-34.

QUESTION 429:

Which of the following Wireless standards has a maximum transmission speed of 54 Mbps? (Chose all that apply)

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

Answer: B, D

Explanation:

IEEE 802.11a and IEEE 802.11g has transmission speeds of up to 54 Mbps.

Incorrect Answers:

A: IEEE 802.11, the original standard for wireless networks operates at a maximum speed of 2 Mbps.

C: IEEE 802.11b operates at a maximum speed of 11 Mbps.

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 66.

QUESTION 430:

At what radio frequency does an IEEE 802.11g wireless network operate?

- A. 2.4 GHz
- B. 5.0 GHz
- C. 5.4 GHz
- D. 10 GHz

Answer: A

Explanation: IEEE 802.11b and IEEE 802.11g uses the 2.4 GHz frequency band.

Incorrect Answers:

B: IEEE 802.11a uses the 5.0 GHz frequency band, not 802.11b.

C, D: No IEEE wireless standard uses the 5.4 GHz or the 10 GHz frequency bands.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 249-252.

QUESTION 431:

At what radio frequency does an IEEE 802.11a wireless network operate?

- A. 2.4 GHz
- B. 5.0 GHz
- C. 5.4 GHz
- D. 10 GHz

Answer: B

Explanation: IEEE 802.11a uses the 5 GHz frequency band.

Incorrect Answers:

A: IEEE 802.11b and IEEE 802.11g uses the 2.4 GHz frequency band frequency band.

C, D: No IEEE wireless standard uses the 5.4 GHz or the 10 GHz frequency bands.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 249-252.

QUESTION 432:

What is the maximum transmission speed supported by IEEE 802.11b?

- A. 720 Kbps
- B. 2 Mbps
- C. 11 Mbps
- D. 54 Mbps

Answer: C

Explanation: IEEE 802.11b has a transmission speed of up to 11 Mbps.

Incorrect Answers:

A: Bluetooth operates at up to 720 Kbps.

B: IEEE 802.11, the original standard for wireless networks operates at a maximum speed of 2 Mbps.

D: IEEE 802.11g operates at a maximum speed of 54 Mbps.

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 66.

QUESTION 433:

What is the maximum transmission speed supported by IEEE 802.11g?

- A. 720 Kbps
- B. 2 Mbps
- C. 11 Mbps
- D. 54 Mbps

Answer: D

Explanation: IEEE 802.11g has a transmission speed of up to 54 Mbps.

Incorrect Answers:

A: Bluetooth operates at up to 720 Kbps.

B: IEEE 802.11, the original standard for wireless networks operates at a maximum speed of 2 Mbps.

C: IEEE 802.11a operates at a maximum speed of 11 Mbps.

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 66.

QUESTION 434:

Which of the following would interfere with an IEEE 802.11g Wireless network?
(Select all that apply.)

- A. Walls
- B. Bluetooth devices
- C. Microwave ovens
- D. IEEE 802.11a devices

Answer: A, C

Explanation: Walls interfere with all wireless networks with the more walls a wireless signal has to pass through, the greater the signal loss. Microwave ovens also use the unlicensed 2.4 GHz radio frequency band and could interfere with an IEEE 802.11g Wireless network.

Incorrect Answers:

B: Bluetooth and IEEE 802.11g uses different spread spectrum signaling methods which prevents interference between that two. Bluetooth uses the frequency hopping spread spectrum (FHSS) signaling method while IEEE 802.11g uses a direct sequence spread spectrum (DSSS).

D: IEEE 802.11a devices operate at the 5.0 GHz radio frequency band and will not interfere with IEEE 802.11g networks which operate at the 2.4 GHz radio frequency band.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 246-248, 473.

QUESTION 435:

What is the maximum transmission speed supported by Bluetooth?

- A. 720 Kbps
- B. 2 Mbps
- C. 11 Mbps

D. 54 Mbps

Answer: A

Explanation: Bluetooth operates at up to 720 Kbps

Incorrect Answers:

B: IEEE 802.11, the original standard for wireless networks operates at a maximum speed of 2 Mbps.

C: IEEE 802.11b has a transmission speed of up to 11 Mbps.

D: IEEE 802.11g operates at a maximum speed of 54 Mbps.

Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 66.

QUESTION 436:

Why would one choose wireless IEEE 802.11g over wireless IEEE 802.11b?

A. IEEE 802.11b is no longer supported by Windows XP SP2.

B. IEEE 802.11g has less interference.

C. IEEE 802.11g is faster at moving data.

D. IEEE 802.11g has a greater range of distance.

Answer: C

Explanation: IEEE 802.11b has a transmission speed of up to 11 Mbps. IEEE 802.11g operates at a maximum speed of 54 Mbps.

QUESTION 437:

You are working as a senior network technician at Certkiller .com. A trainee asks you which of the following is compatible with an 802.11g network. What will you answer him?

A. RJ-45

B. 10BaseT

C. 802.11a

D. 802.11b

Answer: D

Explanation: 802.11b and 802.11g use the 2.4 GHz band. 802.11a uses the 5GHz band.

QUESTION 438:

You need to check the signal strength and connection speed on a Windows XP computer on a wireless network. What should you do?

- A. Using the wireless network wizard will yield the information.
- B. Using the wireless network interface card (NIC) driver will yield the information.
- C. Checking the wireless NIC properties will yield the information.
- D. The wireless external antenna will yield the information when connected to a monitor.

Answer: C

QUESTION 439:

Which of the following will cause the activity light on the Ethernet interface to light up?

- A. When power is applied to the network interface card (NIC).
- B. When communication occurs.
- C. When the DHCP address is assigned.
- D. When a cable is connected from the NIC to another Ethernet interface.

Answer: B

QUESTION 440:

Which radio frequency facilitates the operation of 802.11a?

- A. 10 MHz
- B. 5 GHz
- C. 2.3 GHz
- D. 900 MHz

Answer: B

QUESTION 441:

What is the maximum connection speed that an 802.11g wireless connection can handle?

- A. 24 Mbps
- B. 54 Mbps
- C. 15 Mbps
- D. 11 Mbps

Answer: B

QUESTION 442:

How will you know that you achieved a successful physical connection to a network after installing a network interface card (NIC)?

- A. You will be able to successfully ping the local host.
- B. You will have a properly seated patch cable.
- C. The Device manager will display the ready status for the card.
- D. You will observe the presence of link lights.

Answer: D

QUESTION 443:

What is the physical address of a network interface card (NIC) called?

- A. SPX address.
- B. UID.
- C. IP address.
- D. MAC address.

Answer: D

Explanation: In computer networking a Media Access Control address (MAC address) or Ethernet Hardware Address (EHA) or hardware address or adapter address is a quasi-unique identifier attached to most network adapters (NICs).

QUESTION 444:

Where would you configure the settings of a network interface card (NIC) on the desktop of your Windows XP computer?

- A. Right-click the Network Neighborhood.
- B. Right-click the My Documents.
- C. Right-click the My Network Places.
- D. Right-click the My Computer.

Answer: C

QUESTION 445:

You are the Certkiller .com technician charged with setting up a Wireless network on some laptops and notebooks for ten users. You must decide whether it is better to operate the wireless network in ad-hoc mode or infrastructure mode. The wireless network must be able to bridge to wired networks or routing to the Internet?

- A. Create an Ad-hoc network
- B. Create 2 Ad-hoc networks 5 users each
- C. Create an infrastructure network
- D. Create 2 infrastructure networks 5 users each

Answer: C

Explanation: The Ad-hoc networks performs well in a situation where there are a few stations but problems may arise as your user number increases so it is better to use an infrastructure network which is meant for networks of five or more stations.

Incorrect Answers:

A: There are too many users here for an Ad-hoc network; problems may occur.

B: Creating two Ad-hoc networks costs too much administration time.

D: Creating two infrastructure networks is out of the question as one will do in this scenario.

References:

James G. Jones and Craig Landes, A+ Exam Cram 2 (Exams 220-301 and 220-302), Second Edition, QUE, Alameda, CA, 2004, pp. 435

QUESTION 446:

Which of the following can be used to connect a WLAN to a LAN?

- A. A Bridge
- B. A Gateway
- C. A Modem
- D. An Access Point

Answer: D

Explanation: A WAP (Wireless Access Point) is the connection point for a Wireless network.

Incorrect Answers:

A: A modem modulates digital data onto an analog carrier for transmission over the internet and demodulates from the analog carrier to a digital signal at the receiving end.

B: A gateway is any hardware and software combination that connects dissimilar wired network environments.

C: A bridge connects only two similar wired network segments together.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 33, 36-37.

QUESTION 447:

The Certkiller .com network has 200 computers that are connected with hubs. An upgrade should be suggested to improve network performance. Which of the

following would be your choice?

- A. Wireless network adapters
- B. switches
- C. routers
- D. bridges

Answer: B

Explanation: Hubs works without knowing what IP address is where, and therefore forwards all IP packets to all ports except the receiving port. Switches builds a table over hosts on ports and sends directed IP packets to single ports, unless the address does not exist in the table, then it will broadcast the packet. This way switches reduce the size of the collision domains and therefore produces a more efficient network.

QUESTION 448:

You can determine the connection speed and signal strength of a wireless network connection on a Windows XP computer by using _____.

- A. a wireless access point
- B. a wireless network adapter
- C. wireless NIC properties
- D. wireless connection wizard

Answer: C

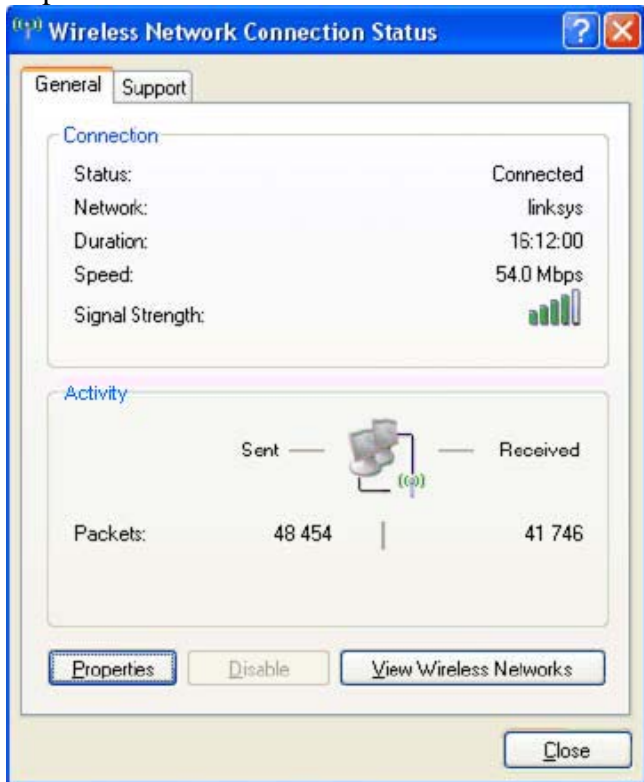
QUESTION 449:

You are working as a network technician at Certkiller .com. A user lets you know that there is something wrong with his network connection. The user is using a laptop with wireless LAN. You suspect that there might be insufficient signal strength at the WLAN when the user is sitting. Which of the following is used to verify wireless connection speed and signal strength on a Windows XP computer?

- A. Wireless network wizard
- B. Wireless network interface card (NIC) driver
- C. Wireless NIC properties
- D. Wireless external antenna

Answer: C

Explanation:



QUESTION 450:

You are working as a network technician at Certkiller .com. You are asked to install a Wireless LAN at a branch office. In order to tighten security, which of the following default settings should be changed on the access point? (Select TWO).

- A. SSID
- B. MAC address
- C. Infrastructure mode
- D. DHCP addressing
- E. password

Answer: A, E

Explanation: Most manufacturers has a default SSID and user/password combination on all access points that leave their factory. These SSID's and passwords are easily obtainable from internet and will be a hole in the security unless changed.

QUESTION 451:

You are working as a network technician at Certkiller .com. You have been sent to a branch office to upgrade their network. You install a wireless access point that also

acts as a router and DHCP server. Which of the following information needs to be configured on the computers with WLAN capabilities in the branch office in order for them to access the network?

- A. IP address
- B. default gateway address
- C. WEP or WPA encryption key
- D. SSID

Answer: D

Explanation: The SSID and in some situations also a PSK (Pre Shared Key) for encryption is needed in order to connect to the wireless access point.

QUESTION 452:

You need to configure a router that is used to connect two computers to a single broadband Internet connection. What should you do?

- A. Use the Windows Control Panel Networking icon.
- B. Use the router's DIP switches.
- C. Use a monitor and keyboard that is attached to the router.
- D. Use a web browser running on one of the computers.

Answer: D

QUESTION 453:

What recommendation would you make to a customer who wants to upgrade his 200-computer network that is currently connected to each other via hubs?

- A. Use bridges to upgrade the network.
- B. Use switches to upgrade the network.
- C. Use routers to upgrade the network.
- D. Use brouters to upgrade the network.

Answer: B

QUESTION 454:

Which of the following is the best device startup sequence to use after installing a new cable modem and a new router?

- A. First the computer, then the cable modem, and then the router.
- B. First the cable modem, then the router, and then the computer.
- C. First the router, then the computer, and then the cable modem.

D. First the cable modem, then the computer, and then the router.

Answer: B

QUESTION 455:

Which default settings should be changed when you set up a wireless access point for a small company?

- A. The MAC Address and the DHCP addressing settings.
- B. The SSID and the MAC Address settings.
- C. The Infrastructure mode and the DHCP addressing settings.
- D. The SSID and the password settings.

Answer: D

QUESTION 456:

You are the network administrator at Certkiller .com. Two Microsoft Windows XP workstations on the Certkiller .com network have the same IP address, resulting in an IP address conflict. Which command can you use to identify the conflicting computers?

- A. ping
- B. arp -a
- C. ipconfig /all
- D. winipcfg /all

Answer: B

Explanation: The arp utility is useful for resolving duplicate IP addresses. The arp -a command displays the local ARP table which lists the IP address to MAC address mappings.

Incorrect Answers:

A: Ping is used to test connectivity between two hosts using the IP address of the remote hosts. If the remote host's IP address is in conflict with another host, ping will return an error.

C: ipconfig /all displays the IP configuration and MAC address for the local workstation. It does not display IP configurations or the MAC address of remote workstations.

D: winipcfg is the Windows 9x version of ipconfig and displays the IP configuration and MAC address for the local workstation but not the IP configuration or the MAC address of remote workstations.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 186-188, 194.

QUESTION 457:

You are the network administrator at Certkiller .com. You want to test connectivity between a workstation and the Certkiller .com server. Which command would you use?

- A. ping
- B. arp -a
- C. ipconfig /all
- D. winipcfg /all

Answer: A

Explanation: Ping is used to test connectivity between two hosts using the IP address of the remote hosts.

Incorrect Answers:

B: The arp utility is useful for resolving duplicate IP addresses. The arp -a command displays the local ARP table which lists the IP address to MAC address mappings. It does not test connectivity between two hosts.

C: ipconfig /all displays the IP configuration and MAC address for the local workstation. It does not test connectivity between two hosts.

D: winipcfg is the Windows 9x version of ipconfig and displays the IP configuration and MAC address for the local workstation. It does not test connectivity between two hosts.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 186-188, 194.

QUESTION 458:

Which of the following commands can you use to verify the IP configuration of a Microsoft Windows 98 workstation?

- A. ping
- B. arp -a
- C. ipconfig /all
- D. winipcfg /all

Answer: D

Explanation: Winipcfg /all is the Windows 98 version of ipconfig /all and displays the IP configuration and MAC address for the local Windows 98 workstation.

Incorrect Answers:

A:

Ping is used to test connectivity between two hosts using the IP address of the remote hosts. If the remote host's IP address is in conflict with another host, ping will return an error.

B: The arp utility is useful for resolving duplicate IP addresses. The arp -a command displays the local ARP table which lists the IP address to MAC address mappings.
C: ipconfig /all displays the IP configuration and MAC address for the local Windows 2000 or Windows XP workstation, not the Windows 98 workstation.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 186-188, 194.

QUESTION 459:

You work as the network administrator at Certkiller .com. You have installed an Ethernet NIC on a new computer and connected it to the network. However, the amber light on the NIC is flashing furiously. What is the problem?

- A. Data transmission is taking place.
- B. Transmission collisions are occurring.
- C. The network cable is faulty.
- D. The network is down.

Answer: B

Explanation: The amber light, which is the collision light, indicates that an Ethernet collision has occurred. This light will flash continually because collisions are common on Ethernet networks.

Incorrect Answers:

- A: The green light on a NIC or hub is the link light and indicates that the NIC and hub are making a logical Data Link layer connection.
C: If there is a problem between the NIC and the hub, the green link light on the NIC and the hub would be off.
D: The lights on a NIC or hub do not indicate if a network is down. They only indicate connectivity or transmission collisions on a particular link.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 430-431.

QUESTION 460:

You cannot reach a Web site on the Certkiller .com intranet but you can ping the Web server by host name. What is the probable cause of the problem?

- A. HTTP on the workstation is down.
- B. The DHCP server is down.
- C. The DNS server is down.
- D. Web Server is down.

Answer: A

Explanation: Web browsers use HTTP to access web sites. If HTTP is down or port 80, which is used for HTTP traffic, is blocked, you won't be able to access the intranet Web site.

Incorrect Answers:

B: DHCP is responsible for automating the assignment of IP configurations to computer systems on a TCP/IP network. If DHCP was down, we would not be able to access the server at all.

C: DNS is used to provide host name to IP Address translation. If we can ping to the host name then there can be no problem with DNS.

D: The ping command is used to test connectivity to a remote host. If the Web server is down, ping will not be successful.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 117, 136-144, 184.

QUESTION 461:

How can a user access a Web site when his DNS server is down?

- A. By using Web server's MAC address.
- B. By using Web server's IP address.
- C. By using IPsec.
- D. By using SSL.

Answer: B

Explanation: DNS resolves host names to IP addresses. Thus, by using the IP address of the remote host, DNS will not be required.

Incorrect Answers:

A: DNS resolves host names to IP addresses, not MAC addresses. Thus, by using the IP address of the remote host, DNS will not be required.

C: IPsec is used to secure data transmissions over the Internet. It does not provide an alternative method of accessing a Web server.

D: SSL is used to secure data transmissions between a browser and a Web server. It does not provide an alternative method of accessing a Web server.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 117, 136-144, 184.

QUESTION 462:

When does the activity light on an Ethernet interface go on? Select your correct answer below.

- A. When the computer is powered on.

- B. When data transfers occur.
- C. When an error is detected.
- D. When the network cable is unplugged.

Answer: B

QUESTION 463:

As a Certkiller .com technician you are sent to troubleshoot a workstation that is unable to access the Internet. All Certkiller .com workstations are set to automatically obtain an IP address from Certkiller .com's DHCP server. An IPCONFIG /ALL command reveals that the computer has the IP address 169.254.0.2. No other users in the organization has reported any problems similar to this one. What is the FIRST thing you should check?

- A. That there is free addresses in the DHCP pool.
- B. That the network adapter has the correct device drivers installed.
- C. That the network cable is plugged into the computer.
- D. Ask someone with the right privileges if the router is functioning properly.

Answer: C

Explanation: 169.254.0.2 is an APIPA (Automatic Private IP Addressing) that the computer gives itself when no DHCP can be reached. As no one else has these problems then it is probably connected to the local machine and not the DHCP Server.

QUESTION 464:

You work as a network technician at Certkiller .com.
You are required to configure a router that is connecting two PCs on a broadband internet connection.
What should you use to make this configuration?

- A. Internet Explorer on one of the PCs.
- B. It is not possible to reconfigure the factory default settings on the router.
- C. The Networking Control Panel Applet.
- D. Attaching a keyboard and a monitor to the router.
- E. Router DIP switches..

Answer: A

Explanation: Use a web browser on one of the PCs.

QUESTION 465:

You are working as a senior network technician at Certkiller .com. A trainee asks you when the activity light on an Ethernet interface typically lights. What would your answer be?

- A. power is applied to the network interface card (NIC).
- B. communication is occurring.
- C. the DHCP address has been assigned.
- D. a cable connects the NIC to another Ethernet interface.

Answer: B

Explanation:

The Ethernet NIC (Network Interface Card) has two lights. One for link and one for activity. The link light is on when the NIC is connected to the network and the activity light is on when there is some sort of communication (transmit/receive) over the NIC.

QUESTION 466:

You are working as a Technician at Certkiller .com. You are asked to troubleshoot an internet network access problem. You are able to PING a public IP address but you cannot PING the same public address using the fully qualified domain name. Which of the following IP settings should be verified?

- A. DHCP
- B. ARP
- C. DNS
- D. Gateway

Answer: C

Explanation: On the Internet, the Domain Name System (DNS) associates various sorts of information with so-called domain names; most importantly, it serves as the "phone book" for the Internet: it translates human-readable computer hostnames, e.g. www. Certkiller .com, into the IP addresses that networking equipment needs for delivering information.

QUESTION 467:

Certkiller .com makes use of automatic IP addressing through a DHCP server. One Certkiller .com user reported that he is unable to connect to the Internet. You need to address the issue. What should you do?

- A. First check whether the DHCP server is operating correctly.
- B. First check whether the network adapter software is installed.
- C. First check if the user's computer has the network cable plugged in correctly.

D. First check if the router is operating properly.

Answer: C

QUESTION 468:

Which IP setting should be verified when you experience an internet network access problem and you successfully ping a public IP address, but is unable to ping the same public address using the fully qualified domain name (FQDN)?

- A. The DHCP setting.
- B. The ARP setting.
- C. The DNS setting.
- D. The WEP encryption key setting.

Answer: C

QUESTION 469:

What is a possible reason why a computer on a wired network would be running slower than other computers of the same capacity on the same network?

- A. Only three computers are supported on a work group when using Windows XP.
- B. There is an overflow of bandwidth over the switch.
- C. The switch is unable to support all the computers since it is not getting enough power.
- D. The slower running computer is losing packets.

Answer: D

QUESTION 470:

You need to connect the company network to the Internet. What should you do?

- A. First install all the available service packs and turn on the Windows firewall.
- B. Remove all unused desktop icons and adapt the resolution.
- C. First install all the available service packs and a file share program.
- D. Remove all unused desktop icons and turn on the Windows firewall.

Answer: A

QUESTION 471:

How will you go about verifying whether a network card is in operation?

- A. Use a Time Domain Reflectometer (TDR).
- B. Use a multi-meter.

- C. Use a loopback device.
- D. Use a crossover cable.

Answer: A

QUESTION 472:

Where should you check first when a user reports that they are no longer able to connect to a network?

- A. Check if the network interface card (NIC) is properly seated.
- B. Check if the WINS server is properly configured.
- C. Check if the DNS server is properly configured.
- D. Check if the network cable is connected.

Answer: D

QUESTION 473:

Which network device allows two-factor authentication to be implemented, based on the usage of smart cards?

- A. Routers
- B. Switches and bridges
- C. Remote access servers
- D. Modems

Answer: C

Explanation: Remote access servers (RAS) connections can be secured through two-factor authentication. The user must have the physical card and a PIN to access the system.

Incorrect Answers:

- A: Routers, being the first line of defense, are usually configured with access entries to allow only authorized traffic.
- B: Switches and bridges are used to improve the efficiency of the network.
- D: Modems enable the digital signals from a computer to be connected to the analog telephone line.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p. 110 - 114.

QUESTION 474:

You work as the security administrator at Certkiller .com. You want to implement a remote access solution that will enable mobile users to access the corporate

Certkiller .com network. All mobile users will be using laptops that have Ethernet adapters to access shared files and e-mail on the corporate Certkiller .com network. Half of the laptops are equipped with modems.

What solution should you use?

- A. Use ISDN (Integrated Services Digital Network).
- B. Use Dial-up.
- C. Use SSL (Secure Sockets Layer).
- D. Use a VPN (Virtual Private Network) connection.

Answer: D

Explanation:

A VPN is a network connection that tunnels through a public network, providing the same level of security as a local connection. When the salesmen create a VPN connection, they will be required to authenticate to the VPN server. Once authenticated, they will have virtual access to a private network that is safe, secure, and encrypted. However, their access to resources on the private network will be determined by their permissions on those resources.

Incorrect Answers:

A: ISDN is used mainly for Internet connectivity but can be used for remote access. However, this would require an ISDN modem.

B: Dial-up is a remote access method that requires the use of modems in both the remote access clients and the remote access server. Not all laptops have modems; therefore this option will not meet the needs of all laptop users.

C: SSL is a website technology used to secure communication between a browser and a web server. It is not used for remote access.

References:

Michael Cross, Norris L. Johnson, Jr. and Tony Piltzecker, Security+ Study Guide and DVD Training System, Rockland, MA, Syngress, 2002, pp. 105-108, 119, 258, 353.

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, pp. 110, 112-114, 325.

QUESTION 475:

You work as the security administrator at Certkiller .com. You plan to implement a VPN (Virtual Private Network).

Which security consideration should you be aware of?

- A. Intruders can intercept VPN traffic and then launch a man in the middle attack.
- B. Captured data can be easily decrypted because there are only a finite number of encryption keys.
- C. Tunnelled data cannot be authenticated and authorized.
- D. Firewalls cannot inspect traffic that is encrypted.

Answer: D

Explanation: A firewall can't inspect traffic once it is channeled into a VPN. When a firewall sees a VPN channel, it considers it as already passing security checks. The firewall does not have the ability to see through the encrypted channel.

Incorrect Answers:

A: VPN traffic is tunneled through the public network and cannot be intercepted.

B: Encrypted data cannot easily be decrypted.

C: A tunneled connection can be authenticated via RADIUS. Once connected, the normal network management systems can be used for authorization and accounting.

Reference:

James Michael Stewart, Security+ Fast Pass, San Francisco, Sybex, 2004, p 76.

QUESTION 476:

Which type of technology runs on workstations or network devices to monitor and track network activity, and can be configured to raise an alarm when security breaches occur?

- A. IP Security (IPSec) protocol
- B. Packet filtering firewall
- C. Intrusion Detection Systems (IDSs)
- D. Circuit-level firewall

Answer: C

Explanation: An Intrusion Detection Systems (IDSs) can run on network devices and on individual workstations. You can configure the IDS to monitor for suspicious network activity, check systems logs, perform stateful packet matching, and disconnect sessions that are violating your security policy.

Incorrect Answers:

A: IPSec provides data authentication and encryption services for securing VPNs. In Transport mode, only the payload is encrypted. In Tunneling mode, both the payload and message headers are encrypted.

B: Packet filtering firewalls allow or blocks traffic based on the type of application. This type of firewall decides whether to pass traffic based on the packet's addressing information and can be based on IP addresses or ports.

D: Circuit-level firewalls watch TCP and UDP ports and can be used to configure security devices with the rate of responses to requests to process, and to block any impending communications from suspicious hosts.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p. 104 - 114.

Todd Bill The Security+ Training Guide, QUE Publishing, Indianapolis, 2003, Chapter 3

QUESTION 477:

You work as the security administrator at Certkiller .com. You have been instructed to perform the configuration which will allow only HTTP (Hypertext Transfer Protocol) traffic for outbound Internet connections. In addition to this requirement, only specific users must have permissions to browse the web. Which solution should you use to enforce your requirements?

- A. Implement a packet filtering firewall.
- B. Implement a protocol analyzer.
- C. Implement a proxy server.
- D. Implement a stateful firewall.

Answer: C

Explanation: A proxy server is a type of server that makes a single Internet connection and services requests on behalf of many users. It is a server that is situated between a client and a server; that intercessors requests. Proxy servers are used for two reasons:

- * To filter requests, so a strict parent or company can prevent their kids or employees from viewing the wrong sties.
- * The increase performance, so multiple users accessing the same information (like a school, or a library,) can fetch common information from the proxy server.

Incorrect answers:

- A: A proxy server would be more suited to the needs of the company.
- B: A protocol analyzer is not used to set permissions to allow only certain users access to browse the web.
- D: A stateful firewall not only examine packets at the Network layer, but also gather information about the packet's communications session from all layers to determine whether a packet is valid in the context in which it is received. But this is all proxy-able.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p 463

QUESTION 478:

You are a technician working for Certkiller .com. Certkiller .com has a password policy that requires users to change passwords monthly. A user approaches you and asks which of the following alternatives that would be considered safest when dealing with passwords. What would you answer be?

- A. The user should memorize the password.
- B. Certkiller should use the same password for the entire department.
- C. The users should have a password scheme where only one digit of their password changes each month.
- D. The user should write down the new passwords in an easily accessible location on

their desk.

Answer: A

Explanation: All other alternatives would considerably weaken the companys IT security.

QUESTION 479:

As a Certkiller .com technician you are asked to improve the security of a workstation with a Windows based operating system. Which of the given alternatives will help you in your task?

- A. Windows Device Manager
- B. Windows Disk Cleanup
- C. Windows Configuration Utility
- D. Windows Update

Answer: D

Explanation: Windows Update is a website where users can download updates for various Microsoft Windows-related products.

QUESTION 480:

You are working as a technician at Certkiller .com. You have been asked to document which users that have permissions to install drivers on Certkiller .com's workstations. Which of the following would be used to check which users have permissions to install drivers? (Select TWO).

- A. Local Security Policy
- B. Security Center
- C. Add Hardware
- D. System
- E. User Accounts

Answer: A, E

Explanation: In the local security policy you can see which local groups that are allowed to install drivers, after that you can check which users that are part of the separate groups.

QUESTION 481:

You are working as a technician at Certkiller .com. Your boss asks for your opinion in the best method to help prevent malware threats. Which of the following

alternatives would you suggest as a good starting point?

- A. Disallow use of the computer.
- B. Take away all rights of the user to use the computer.
- C. Install a software program to track usage.
- D. Inform users about the risks involved and how to avoid the risks.

Answer: D

Explanation: Information will always be the best countermeasure against malware as it will always reshape itself. Programs will most of the time be effective against already known types of malware, while completely new malware will pass undetected.

QUESTION 482:

You are working as a network technician at Certkiller .com. One of Certkiller 's intranet SSL certificates is no longer valid in Internet Explorer. Which of the following actions should you take?

- A. The SSL cache should be cleared.
- B. A new SSL cache should be created.
- C. The security settings should be reset.
- D. Temporary internet files should be deleted.

Answer: A

QUESTION 483:

You are working as a technician at Certkiller .com. You are asked to setup a couple of computers in the reception. The computers will be available for anyone visiting Certkiller .com. Which of the following passwords should you set in the BIOS to restrict access?

- A. SuperAdministrator
- B. System
- C. Supervisor
- D. Power User

Answer: C

Explanation: The supervisor password is the higher level password of the two normally present on the system. On most systems, when the supervisor password has been set, it must be entered in order to access the BIOS setup program, or to change the user password.

QUESTION 484:

What would you recommend users should do when the Certkiller .com password policy requires that passwords be changed on a monthly basis.

- A. Users should memorize the password.
- B. Users should make use of the same password per department.
- C. Users should make use of a password scheme where only one digit of a user's password changes on a monthly basis.
- D. Users should keep a paper copy of their passwords in their desks.

Answer: A

QUESTION 485:

Which tool can users use to improve security on a Windows based operating system?

- A. You should run the Windows Device Manager.
- B. You should run the Windows Disk Cleanup Utility.
- C. You should run the Windows Configuration Utility.
- D. You should run Windows Update.

Answer: D

QUESTION 486:

What is the term used to refer to anti-virus software update files?

- A. Updates.
- B. Definitions.
- C. Permissions.
- D. Patches.
- E. Service Packs.

Answer: B

QUESTION 487:

What should you do when you discover that a user is storing passwords in a text file on his desktop?

- A. Ignore the situation as it has nothing to do with you.
- B. Inform your supervisor by e-mailing him a copy of the file.
- C. Inform the user that he is violating the security policy.
- D. Make a printout of the file and show it to his supervisor.

Answer: C

QUESTION 488:

Unauthorized computers could possibly get connected to Certkiller .com's wireless access point. Explain what the Certkiller .com technician should do to help prevent this from occurring.

- A. Install the wireless access point in a demilitarized zone (DMZ).
- B. Install an intrusion detection system (IDS).
- C. Configure MAC address filtering on the wireless access point.
- D. Disable SSID broadcasts on the wireless access point.

Answer: C

QUESTION 489:

You work as the security administrator at Certkiller .com. You want to implement a solution which will secure the wireless network. The Certkiller .com wireless network environment uses access points as repeaters.

What should you do next to secure the wireless network?

- A. Force users to use complex passwords.
- B. Ensure that users are only using issued wireless cards.
- C. Implement WEP (Wired Equivalent Privacy).
- D. Force users to use Adhoc mode.

Answer: C

Explanation: If every access point is secured to WEP standards, the entire range covered by the wireless system will be encrypted to a security level that equals a conventional wired network, thus preventing sniffing and unauthorized 'drive by' access.

Incorrect answers:

A: Making use of complex passwords is not the same as repeaters.

B: Ensuring that wireless cards are used is not the same as providing security in the form of repeaters. This in fact might enhance the danger.

D

: Adhoc mode is the same as a point-to-point (ad-hoc or wireless bridge), a network created when two devices are brought within transmission range of each other. This is not the same as security.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p 186

QUESTION 490:

You work as the security administrator at Certkiller .com. You want to implement a solution which will provide a WLAN (Wireless Local Area Network) with the security typically associated with a wired LAN (Local Area Network):
Which solution should you implement?

- A. WEP (Wired Equivalent Privacy)
- B. ISSE (Information Systems Security Engineering)
- C. ISDN (Integrated Services Digital Network)
- D. VPN (Virtual Private Network)

Answer: A

Explanation: Wired Equivalent Privacy is a wireless protocol designed to provide privacy equivalent to that of a wired network.

Incorrect answers:

B: This is not the method to supply security to a WLAN akin to a LAN.

C: ISDN is a telecommunications standard that is used to digitally send voice, data, and video signals over the same lines.

D: VPN is a system that uses the public Internet as a backbone for a private interconnection (network) between locations. This is not WLAN with the security levels akin to a LAN.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p 372

QUESTION 491:

You work as the security administrator at Certkiller .com. You want to prevent intruders from using access points on your wireless network?
Which solution should you implement?

- A. ESP (Encapsulating Security Payload)
- B. WEP (Wired Equivalent Privacy)
- C. TLS (Transport Layer Security)
- D. SSL (Secure Sockets Layer)

Answer: B

Explanation: The 802.11 standard describes the communication that occurs in wireless local area networks (LANs). The Wired Equivalent Privacy (WEP) algorithm is used to protect wireless communication from eavesdropping. A secondary function of WEP is to prevent unauthorized access to a wireless network; this function is not an explicit goal in the 802.11 standard, but it is frequently considered to be a feature of WEP.

Incorrect answers:

A: ESP is a header used to provide a mix of security services in IPv4 and IPv6. ESP can be used alone or in combination with the IP Authentication Header (AH).

C: Transport Layer Security (TLS) is a protocol whose purpose is to verify that secure communications between a server and a client remain secure. Not exactly prevention of intruders.

D: SSL is a protocol that secures messages by operating between the Application layer (HTTP) and the Transport layer. It does not prevent intruders from intruding.

References:

<http://www.isaac.cs.berkeley.edu/isaac/wep-faq.html>

QUESTION 492:

You work as the network operator at Certkiller .com. A user has entered the wrong WEP (Wired Equivalent Privacy) key into a wireless device. Which of the following symptoms will occur?

- A. Data can be sent but not received.
- B. The network cannot be accessed.
- C. Data cannot be sent but can be received.
- D. The network can only be accessed using the Service Set Identifier.

Answer: B

Explanation: WEP requires that both the wireless computer and the WAP (wireless access point) be configured with the same encryption key in order for the two to communicate. If one of the two has the wrong WEP key, communication will not be possible and the network will not be accessible.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 254.

QUESTION 493:

Prior to implementing a wireless solution, there is a specific action which you should perform. Select this action from the available options.

- A. Ad hoc mode must be enabled on all access points.
- B. All users must have strong passwords.
- C. You should only use Wi-Fi (Wireless Fidelity) equipment.
- D. You should perform a thorough site survey first.

Answer: D

Explanation: Geography and architecture can affect wireless availability and integrity. It would be crucial to perform a site survey first, to locate any

geographical and architectural obstacles so they can be accommodated.

Incorrect Answers:

A: Ad hoc mode allows two wireless devices to communicate directly with each other without the need for a wireless access point.

B: Ensuring strong passwords will improve authentication but will not prevent interception of packet.

C: Wireless solutions can consist of Wi-Fi devices and Bluetooth enabled devices.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p 180.

Michael Cross, Norris L. Johnson, Jr. and Tony Piltzecker, Security+ Study Guide and DVD Training System, Rockland, MA, Syngress, 2002, p 219.

QUESTION 494:

You are a network administrator at Certkiller .com. The size of Certkiller .com's WLAN is growing rapidly. Which two of the following tasks must be carried out to maintain consistent network security? (Select TWO.)

- A. Use Role Based Access Control (RBAC) to assign security policies to users
- B. Update the WLAN architecture to support autonomous APs managed by WNMS
- C. Configure APs to load their firmware from a TFTP server during initialization
- D. Include the WLAN in a change management program
- E. Create and maintain a security checklist for equipment staging

Answer: D, E

QUESTION 495:

You are an administrator at Certkiller .com. Certkiller .com wants you to install an 802.11g WLAN that supports fast roaming for 802.11b IP phones. The ability to troubleshoot reassociations that are delayed or dropped during roaming is a requirement. Of the following, which is the most cost-effective system that you can apply to meet Certkiller .com's troubleshooting requirement?

- A. WLAN protocol analyzer software on laptop computers
- B. WLAN switch with integrated WIPS
- C. WLAN switch with dual lightweight 802.11a/b/g radios
- D. Autonomous (thick) access points with a WIDS overlay system
- E. Hybrid WLAN switch with integrated RF planning tool

Answer: B

QUESTION 496:

You are a network administrator at Certkiller .com. You frequently work from home

and wireless hotspots, rather than commuting to the office. Your laptop hooks up to the office network via WLANs. Which of the following are two wireless security policy items that you should implement to safeguard your data? (Select TWO.)

- A. Use an IPSec VPN for remote connectivity
- B. Use an HTTPS captive portal
- C. Use a personal firewall on his laptop
- D. Use a protocol analyzer on his laptop to sniff WLAN traffic for risks
- E. Use 802.1X/PEAPv0 to connect to the office network

Answer: A, C

Explanation: The VPN would guarantee that the connection between you and your workplace is secure. A personal Firewall on you computer will protect you when using potentially unsecure wireless networks to VPN to you office.

QUESTION 497:

A WLAN security policy should address which two of the following elements? (Select TWO.)

- A. Enabling encryption to prevent SSIDs from being sent in clear text
- B. Use of rotating encryption key mechanisms as defined in the 802.11 standard
- C. End user training on security solutions
- D. Verification that all wireless infrastructure devices are attached to the network core
- E. Social engineering mitigation techniques
- F. Security policy details should only be known by IT staff to prevent abuse

Answer: C, E

QUESTION 498:

What is a Wireless Encryption Protocol (WEP) a standard for?

- A. Connecting to wireless access points.
- B. Security on local area networks.
- C. Data encryption over IEEE 802.11x networks.
- D. Privacy on IEEE 802.2 networks.

Answer: C

Explanation:

Wired Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure IEEE 802.11 wireless networks. It is part of the IEEE 802.11 wireless networking standard.

QUESTION 499:

Name a common method of wireless encryption. Select all that apply.

- A. EFS
- B. WPA
- C. WEP
- D. PAP
- E. SAP
- F. EFS2
- G. WEP2
- H. SAP2
- I. PAP2
- J. WPA2

Answer: B, C, J

Explanation:

WPA: Wi-Fi Protected Access(WPA and WPA2) is a class of systems to secure wireless (Wi-Fi) computer networks. It was created in response to several serious weaknesses researchers had found in the previous system, Wired Equivalent Privacy(WEP).

WEP:Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure IEEE 802.11 wireless networks. It is part of the IEEE 802.11 wireless networking standard.

QUESTION 500:

Which of the suggested actions would prevent unauthorized users from connecting their computer to a Certkiller .com's WLAN?

- A. enable DHCP on the wireless subnet
- B. enable the SSID broadcast in the access point
- C. enable MAC address filtering
- D. enable DNS on the wireless subnet

Answer: C

Explanation: Only the MAC address filtering would help in protecting the wireless network. All other suggestions would actually help unauthorized users to gain access.

QUESTION 501:

The computer world is full of different standards. What is WEP (Wireless Encryption Protocol) a standard for?

- A. privacy encryption on IEEE 1284.
- B. privacy encryption over CAT6 cabling.
- C. data encryption over IEEE 802.11x networks.
- D. data encryption over MANs (Metropolitan Area Networks).

Answer: C

Explanation: Wired Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure IEEE 802.11 wireless networks. It is part of the IEEE 802.11 wireless networking standard.

QUESTION 502:

You are working as a senior network technician at Certkiller .com. A trainee has been asked to setup a Wireless LAN in the HR department. He wants to know which of the following he would use to encrypt the wireless network. What will your answer be?

- A. Kerberos
- B. WPA
- C. 3DEF
- D. CHAP 3

Answer: B

Explanation:

Wi-Fi Protected Access(WPA and WPA2) is a class of systems to secure wireless (Wi-Fi) computer networks. It was created in response to several serious weaknesses researchers had found in the previous system, Wired Equivalent Privacy (WEP). Kerberos is the name of a computer network authentication protocol, which allows individuals communicating over an insecure network to prove their identity to one another in a secure manner. It is also a suite of free software published by Massachusetts Institute of Technology (MIT) which implements this protocol. Its designers aimed primarily at a client-server model, and it provides mutual authentication - both the user and the server verify each other's identity. There is nothing called 3DEF, 3DES or Triple DES is a block cipher formed from the Data Encryption Standard (DES) cipher by using it three times. Challenge-Handshake Authentication Protocol (CHAP) authenticates a user or network host to an authenticating entity.

QUESTION 503:

Which of the following is a commonly used wireless encryption method?

- A. Kerberos

- B. WPA
- C. 3DEF
- D. CHAP 3

Answer: B

QUESTION 504:

It has been noted that the door to a server room at Certkiller .com has been propped open. What do you suggest the technician should do?

- A. Secure the door and follow company procedures for reporting security violations.
- B. Have the access code for the lock changed.
- C. Close the door and warn the other technician not to forget to close the door when leaving the room.
- D. Leave the door propped open to allow ventilation.

Answer: A

QUESTION 505:

What should you do when you notice that the door to the company's server room was left ajar by another technician?

- A. Close the door and follow company procedure regarding the report of security violations in reporting the matter.
- B. Close the door and change the access code of the lock.
- C. Leave the door as is and ask the security violating technician to close the door upon leaving the server room.
- D. Leave the door as is to ventilate the room.

Answer: A

QUESTION 506:

You work as the security administrator at Certkiller .com. You are busy auditing the Certkiller .com wireless network.

You find an unauthorized Access Point under the desk of a user named Amy Walsh. Amy works in the Finance department. You confront Amy about this. Amy denies any knowledge of the unauthorized Access Point. Amy informs you though that a new friend has recently visited her, and on numerous occasions, at the company premises.

Select the type of attack that was launched against Certkiller .com.

- A. A SYN flood attacks.
- B. A (DDos) Distributed Denial of Service attack.

- C. A man in the Middle attack.
- D. A TCP flood attack.
- E. IP Spoofing.
- F. Social Engineering
- G. A replay attack
- H. Phone tag
- I. A halloween attack

Answer: F

Explanation: Social engineering is a process where an attacker attempts to acquire information about your network and system by talking to people in the organization. A social engineering attack may occur over the phone, be e-mail, or by a visit.

Incorrect answers:

- A: A SYN flood, forces a victim system to use up one of its finite number of connections for each connection the initiator opens.
- B: Distributed denial of service attacks are multicell attacks.
- C: A man-in-the-middle attack is commonly used to gather information in transit between two hosts.
- D: In this attack, the source system sends a flood of SYN requests and never sends the final ACK, creating a half-open TCP session.
- E: In IP Spoofing a hacker can impersonate a valid service by sourcing traffic using the service's IP address or name.
- G: A replay attack is similar in part to a man-in-the-middle attack. In this instance, an attacker intercepts traffic between two end points and retransmits or replays it later.
- H: Phone tag is not the same as social engineering.
- I: You are not a victim of a Halloween attack in this case.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p 87

Todd Bill The Security+ Training Guide, Que Publishing, Indianapolis, 2003, Chapter 3

QUESTION 507:

Wireless access of clients to the Certkiller .com network has to be secured as Certkiller .com is in a large office complex. The best way to do this would be _____. Select the correct answer from below.

- A. Install a security firewall.
- B. Implement biometric access control.
- C. Reduce the signal strength.
- D. Disable SSIP broadcasts.

Answer: D

Explanation: Most wireless access points (APs) and routers automatically transmit their network name (SSID) into open air at regular intervals (every few seconds). This feature of Wi-Fi network protocols is intended to allow clients to dynamically discover and roam between WLANs. However, this feature also makes it easier for hackers to break into your home network. Because SSIDs are not encrypted or otherwise scrambled, it becomes easy to grab one by snooping the WLAN looking for SSID broadcast messages coming from the router or AP. Knowing your SSID brings hackers one step closer to a successful intrusion.

QUESTION 508:

A user tells you that he can no longer access some of his files. He can still see the files but not open them. Which of the following actions should be taken to resolve this problem?

- A. Verify file permissions on the hard drive.
- B. Format and completely reload the computer.
- C. Delete and re-create the user.
- D. Reboot the computer and log back on.

Answer: A

QUESTION 509:

You are working as a network technician at Certkiller .com. You are asked to install a couple of workstations that will be standing in public part of the company reception for guests to use. Which of the following passwords should be set in the BIOS to restrict access?

- A. Power User
- B. Root
- C. Supervisor
- D. User

Answer: C

Explanation: The supervisor password is the higher level password of the two normally present on the system. On most systems, when the supervisor password has been set, it must be entered in order to access the BIOS setup program, or to change the user password. The user password usually allows the system to be booted, but does not allow access to the BIOS setup program.

QUESTION 510:

You are working as a technician at Certkiller .com. You need to modify some BIOS

settings on a computer, but the BIOS is password protected and the former technician left the company 2 years ago. Which of the following could you use in order to reset the password in the BIOS?

- A. Clear the motherboard.
- B. Reset RAM.
- C. Clear the CMOS Jumper.
- D. Reset the BIOS chip.

Answer: C

Explanation: The CMOS (pronounced "sea moss") is a computer chip responsible for storing settings of a computer system. This is where the password for the BIOS is stored.

QUESTION 511:

You are working as a technician at Certkiller .com. You are asked to secure the computers in the HR department with BIOS passwords. What would you set in order to protect the CMOS settings within the BIOS?

- A. the BIOS guest password.
- B. the BIOS local administrator password.
- C. the BIOS local user password.
- D. the BIOS access password.

Answer: D

QUESTION 512:

You are working as a technician at Certkiller .com. Your boss has received a new laptop and asks you to ensure that all existing data is permanently removed from the old computers hard drive. What would you do in order to meet his request?

- A. Re-install the operating system over itself.
- B. Perform a format.
- C. Perform a low level format.
- D. Delete the files and folders manually.

Answer: C

Explanation: User instigated low-level formatting (LLF) of hard disks was common in the 1980s. Typically this involved setting up the MFM (Modified Frequency Modulation) pattern on the disk, so that sectors of bytes could be successfully written to it. With the advent of RLL(Run Length Limited) encoding, low-level formatting grew increasingly uncommon, and most modern hard disks are

embedded systems, which are low-level formatted at the factory with the physical geometry dimensions and thus not subject to user intervention.

QUESTION 513:

How will you go about resetting a password in the BIOS?

- A. You should clear the motherboard.
- B. You should reset the memory.
- C. You should clear the CMOS Jumper.
- D. You should reset the BIOS chip.

Answer: C

QUESTION 514:

How will you go about securing a computer with a BIOS password?

- A. Use the BIOS guest password to secure the CMOS settings within the BIOS.
- B. Use the BIOS local administrator password to secure the CMOS settings within the BIOS.
- C. Use the BIOS local user password to secure the CMOS settings within the BIOS.
- D. Use the BIOS access password to secure the CMOS settings within the BIOS.

Answer: D

QUESTION 515:

What is the best way to permanently remove data from a hard drive?

- A. Re-installing the operating system.
- B. Formatting the hard drive.
- C. Performing a low level format.
- D. Manually deleting the files and folders.

Answer: C

QUESTION 516:

Which of the following is the best way to secure wireless access of client computers to the company network when the company is located in an office complex with several other businesses?

- A. Use MS-CHAP for authentication purposes.
- B. Use biometric security devices.
- C. Lower the wireless signal strength.

D. Do not broadcast SSID.

Answer: D

QUESTION 517:

What should Certkiller .com do when Certkiller .com's intranet SSL certificate is no longer valid in Internet Explorer?

- A. Create a new SSL certificate.
- B. Create a new SSL cache.
- C. Clear the SSL cache.
- D. Delete temporary internet files.

Answer: C

QUESTION 518:

How will you go about removing malware from a computer? (Choose TWO.)

- A. Use a Spyware program.
- B. Use an Anti-virus program.
- C. Use the Fdisk utility.
- D. Use the Defrag utility.
- E. Use the Scandisk utility.

Answer: A, B

QUESTION 519:

Which of the following are known malware?

- A. Sniffer software and Trojan horses.
- B. Computer viruses and lindows.
- C. Trojan horses and computer viruses.
- D. An infrared mouse and sniffer software.

Answer: C

QUESTION 520:

Your boss has requested that you perform a preventative maintenance procedure on the computers in the Economics department to ensure that an operating system is secure and up-to-date. What will you do?

- A. configure password management.

- B. configure OS security protocol.
- C. configure file encryption.
- D. configure patch management.

Answer: D

Explanation: Patch management is a proactive security measure done in order to close recently discovered flaws in the Operating System.

QUESTION 521:

You are working as a senior technician at Certkiller .com. A trainee asks you which of the following tools that he should use in order to remove malicious software from a computer. What would your answer be? (Select TWO).

- A. Spyware program
- B. Anti-Virus program
- C. Fdisk utility
- D. Defrag utility
- E. Scandisk utility

Answer: A, B

Explanation:

Malware is software designed to infiltrate or damage a computer system without the owner's informed consent. It is a portmanteau of the words "malicious" and "software". The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code.

Wrong answers: Fdisk is used to alter partitions on a hard drive. Defrag is used to remove file fragmentation and in that way speed up hard drive access. Scandisk checks and repairs filesystems and bad clusters.

QUESTION 522:

You are working as a technician at Certkiller .com. A user calls and states that his Antivirus program has not been updated the last week. What are the anti-virus software update files called?

- A. updates.
- B. definitions.
- C. permissions.
- D. patches.

Answer: B

Explanation: The antivirus updates contain definitions of all known viruses and are therefore called virus definitions.

QUESTION 523:

How can you help prevent unauthorized computers from accessing the Certkiller .com wireless access point?

- A. Enable DHCP on the Certkiller .com wireless subnet.
- B. Enable SSID broadcasting.
- C. Enable MAC Address Filtering.
- D. Enable DNS on the wireless subnet.

Answer: C

QUESTION 524:

Which password would you recommend for use in a place that provides computers for public access?

- A. A Power User password in the BIOS to restrict access.
- B. A System password in the BIOS to restrict access.
- C. A Supervisor password in the BIOS to restrict access.
- D. A SuperAdministrator password in the BIOS to restrict access.

Answer: C

QUESTION 525:

How will you go about preventing malware threats?

- A. Do not allow others to use the computer.
- B. Deny all rights of the user to use the computer.
- C. Track computer usage with a software program.
- D. Information on the risks involved and how to avoid the risks should be provided to all users.

Answer: D

QUESTION 526:

What should be done when a company's intranet SSL certificates are no more valid in Internet Explorer?

- A. Clear the SSL cache.
- B. Create a new SSL cache.

- C. Reset the local security settings.
- D. Delete all temporary internet files.

Answer: A

QUESTION 527:

The Certkiller .com intranet SSL certificates are currently invalid in Internet Explorer. You need to restore validity of the SSL certificates. What should you do?

- A. You must create a new SSL cache.
- B. You must reset the security settings.
- C. You must clear the SSL cache.
- D. You must delete all temporary internet files.

Answer: C

QUESTION 528:

A large amount of water is spilt on the floor of the server room at Certkiller .com. Which of the following should be done first?

- A. Place newspaper over the water.
- B. Wear rubber soled shoes and mop up the floor.
- C. Inform the system administrator of this safety hazard.
- D. Shut down all computers in the server room.

Answer: C

QUESTION 529:

A Certkiller .com technician notices that there is a leak from the ceiling of the server room. What should the technician do?

- A. Place a bucket under the leak and inform the line manager.
- B. Place a bucket under the leak and continue with his work.
- C. Notify building services and system administrator.
- D. Phone the janitor.

Answer: C

QUESTION 530:

You are working as a technician at Certkiller .com. One morning when you enter the server room you observe a large amount of water on the floor. Which of the following actions should you take first?

- A. Place paper towels over the water.
- B. Wear rubber soled shoes when performing work in the room.
- C. Notify the system administrator that this is a safety hazard.
- D. Tell the system administrator that this could void the warranty on the server.

Answer: C

QUESTION 531:

You are working as a technician at Certkiller .com. You have received a new batch of workstations that needs to be installed for their users. When turning on one of the workstations a loud noise is heard and smoke is observed coming from the computer. You quickly unplug the computer from the power outlet. What else should you do?

- A. rebooted in safe mode when plugged in again.
- B. the room ventilated.
- C. the manufacturer notified to check warranty coverage.
- D. the RAM replaced.

Answer: B

Explanation: In worst case the fumes of burnt plastic can be toxic so you should always ventilate the room if you have had some fumes coming out of electrical components.

QUESTION 532:

You are working as a network technician at Certkiller .com. You discover that another technician has propped open the door to a server room. Which of the following should you do?

- A. Secure the door and follow company procedures for reporting security violations.
- B. Secure the door and have the access code for the lock changed.
- C. Leave the door open and ask the other technician to close the door when leaving the room.
- D. Leave the door propped open to allow ventilation.

Answer: A

QUESTION 533:

What is the purpose of wearing an anti-static wrist strap?

- A. It will prevent hand burn injuries.

- B. It will prevent damages to the computer components.
- C. It will prevent electrical shocks.
- D. It will prevent the hard drive from being degaussed.

Answer: B

QUESTION 534:

What should be done in the event of a large amount of water spilled on the floor of the server room?

- A. You should place paper towels over the water to soak it up.
- B. You should wear rubber soled shoes to prevent slipping.
- C. You should inform the system administrator that it is a safety hazard.
- D. You should inform the system administrator that water hazards are not covered by the servers' warranty.

Answer: C

QUESTION 535:

How will you handle the situation when a computer is turned on, followed by a loud noise and smoke coming from the computer?

- A. Unplug the computer and reboot it in safe mode when plugging it in again.
- B. Unplug the computer and ventilate the room.
- C. Unplug the computer and notify the manufacturer to check for warranty cover.
- D. Unplug the computer and replace the random access memory.

Answer: B

QUESTION 536:

One of the technicians at Certkiller .com accidentally touched an exposed electrical connection and has fallen clear of the connection, but remains unconscious. What action should be taken first?

- A. Start administering cardiopulmonary resuscitation (CPR).
- B. Notify the emergency services.
- C. Take the technician out of harm's way.
- D. Shut down the electricity.

Answer: B

QUESTION 537:

On a Material Safety Data Sheet (MSDS) you will not find which the following?

- A. chemical name
- B. hazard rating
- C. safety first measures
- D. emergency telephone number

Answer: C

Explanation: A material safety data sheet (MSDS) is a form containing data regarding the properties of a particular substance. An important component of product stewardship and workplace safety, it is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner, and includes information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill handling procedures. The exact format of an MSDS can vary from source to source.

QUESTION 538:

What data is usually available on a Material Safety Data Sheet (MSDS)?

- A. Chemical name, hazard rating, and manufacturer's name and address.
- B. Hazard rating, nearest safety exists, and chemical name.
- C. Telephone numbers of a HazMat team and chemical name.
- D. Exposure antidotes, chemical name, and nearest disposal places.

Answer: A

QUESTION 539:

Which of the following rated fire-extinguishers should be used in case of electrical fire?

- A. "A-rated," extinguisher.
- B. "B-rated," extinguisher
- C. "ABC-rated," extinguisher.
- D. None of the above.

Answer: C

Explanation: A "C-rated" extinguisher is used for electrical fires. If you don't have a "C-rated" extinguisher that is specifically rated for electrical fires, you can use an ABC-rated extinguisher.

Incorrect Answers:

A: An "A-rated" extinguisher is used for wood and paper fires.

B: A "B-rated" extinguisher is used for flammable liquids.

D: A "C-rated" extinguisher is used for electrical fires. If you don't have a "C-rated" extinguisher that is specifically rated for electrical fires, you can use an ABC-rated extinguisher.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 40

QUESTION 540:

Which of the following fire extinguishers would you use if your computer caught fire?

- A. "A-rated," extinguisher.
- B. "B-rated," extinguisher
- C. "C-rated," extinguisher.
- D. None of the above.

Answer: C

Explanation: A "C-rated" extinguisher is used for electrical fires.

Incorrect Answers:

A: An "A-rated" extinguisher is used for wood and paper fires.

B: A "B-rated" extinguisher is used for flammable liquids.

D: A "C-rated" extinguisher is used for electrical fires.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 40

QUESTION 541:

You are working as a senior technician at Certkiller .com. A trainee asks questions about Material Safety Data Sheets (MSDS). Which of the following would you say can be found on a MSDS? (Select THREE).

- A. chemical name
- B. hazard rating
- C. exposure antidotes
- D. nearest safety exits
- E. telephone number of the Hazardous Materials Team
- F. manufacturer's name and address

Answer: A, B, F

Explanation: A material safety data sheet (MSDS) is a form containing data regarding the properties of a particular substance. It is intended to provide workers

and emergency personnel with procedures for handling or working with that substance in a safe manner, and includes information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill handling procedures. The exact format of an MSDS can vary from source to source.

QUESTION 542:

To dispose of laptop batteries, what would you suggest the correct procedure would be?

- A. Incineration.
- B. First try to recharge the batteries for reuse.
- C. Consult the local guidelines for disposing of hazardous material.
- D. Dispose in a trash can.

Answer: C

QUESTION 543:

What is the unit in which the power output of a power supply is rated?

- A. Volt
- B. Watt
- C. Joule
- D. Ampere

Answer: B

QUESTION 544:

You are a senior technician at Certkiller .com. A trainee asks you for an example of assertive communication. What would your answer be?

- A. 'We are failing on this project because of your lack of performance.'
- B. 'Your conclusion and recommendations are wrong.'
- C. 'You probably don't understand the complexity of this problem.'
- D. 'Help me understand why the report wasn't submitted on time.'

Answer: D

Explanation:

As a communication style and strategy, assertiveness is distinguished from aggression and passivity. How people deal with personal boundaries; their own and those of other people, helps to distinguish between these three concepts. Passive communicators do not defend their own personal boundaries and thus allow

aggressive people to harm or otherwise unduly influence them. They are also typically not likely to risk trying to influence anyone else. Aggressive people do not respect the personal boundaries of others and thus are liable to harm others while trying to influence them. A person communicates assertively by not being afraid to speak his or her mind or trying to influence others, but doing so in a way that respects the personal boundaries of others.

QUESTION 545:

There are different types of communication used. Which one is an example of assertive communication?

- A. The failure of this project is due to your lack of performance.
- B. You drew incorrect conclusions and consequently made the wrong recommendations.
- C. You do not have the faintest idea why this problem has such a complex nature.
- D. Help me to understand why the report was submitted late.

Answer: D

QUESTION 546:

After a problem is discussed with a technician, he is still uncertain about the issue. From the options below select what the technician should do next.

- A. Attempt to fix the problem
- B. Allow the customer to repeat the problem once more.
- C. Ask the customer to go somewhere so that they can't see you're unsure.
- D. Restate the problem back to the customer.

Answer: D

QUESTION 547:

A Certkiller .com technician thinks that he understand the problem that customer took a considerable time to explain to him. What should the technician do next?

- A. Ask the customer to repeat what he just said.
- B. Try to fix the problem.
- C. Ask the customer to put the problem in fewer words.
- D. Restate the problem back to the customer.

Answer: D

QUESTION 548:

Which of the following techniques is NOT when explaining a repair process to a

customer?

- A. Using visual aids like graphs and charts.
- B. Using analogies and examples.
- C. Using industry jargon or acronyms.
- D. Limiting the amount of information to what the customer needs to know.

Answer: C

QUESTION 549:

After running extensive tests on a customer's system you discover that the RAM module needs to be replaced. The customer however does not understand the problem. How would you inform the customer about the situation?

- A. Request that the customer be put in contact with your supervisor.
- B. Inform the customer that additional service cannot be provided.
- C. Inform the customer that a RAM module is the memory chip in his system that physically needs to be replaced.
- D. Inform the customer that everyone knows what a RAM module is.

Answer: C

QUESTION 550:

When taking a call from a customer what is important for the technician to do?
Select your answer below.

- A. Remain in control of the call and gather relevant information from the customer.
- B. Keep the customer on the line until the problem is resolved.
- C. Let the customer explain the problem and write down all information given.
- D. Let the customer explain while you proxy in to their computer and sort out the problem.

Answer: A

QUESTION 551:

An important thing to remember when helping an angry customer is to _____.

- A. remain calm and not make situations personal
- B. complete the job as quickly as possible
- C. report the customer to a supervisor
- D. give the customer piece of your mind

Answer: A

QUESTION 552:

While in a meeting, how would you describe the situation in making sure that the speaker is being heard? This could be referred to as _____.

- A. active listening
- B. concentration
- C. communicating
- D. verbal communication

Answer: A

QUESTION 553:

You are a technician at Certkiller .com. When sitting in the helpdesk you receive a call from a really angry user. The MOST important thing is to stay calm and:

- A. not make situations personal.
- B. ask the user to call one of your supervisors.
- C. finish the task the user is complaining about.
- D. pretend to listen until the user calms down and then start over with the support case.

Answer: A

Explanation: Many users and customers in a help needing situation reacts very aggressively against the first person who answers when they search for help.

QUESTION 554:

What should be kept in mind when dealing with an angry customer?

- A. Stay calm and do not make the situation personal.
- B. Stay calm and do refer the customer to your supervisor.
- C. Stay calm and just perform the job.
- D. Stay calm and try to think about something pleasant.

Answer: A

QUESTION 555:

What are the most important aspects that should be kept in mind when speaking to a customer over the telephone?

- A.
Always remain in control of the conversation and gather all relevant information from the customer.

- B. Keep the customer on the line while addressing the problem.
- C. Ask the customer to explain the problem in detail and record the whole conversation.
- D. Allow the customer to direct the conversation and record only the details that you deem relevant.

Answer: A

QUESTION 556:

Which of the following terms best describes the act of participating in a conversation whilst making sure that the speaker is aware that the speaker is being heard?

- A. Active listening.
- B. Pitching.
- C. Verbal communication.
- D. Paraphrasing.

Answer: A

QUESTION 557:

While working at a customer's home the Certkiller .com technician's cellular phone rings. He notes by the cell phone number that it is a personal call. From the options below how do you suggest the Certkiller .com technician should handle the incoming call?

- A. Reply to the call by sending a text message.
- B. Answer the call and speak as briefly as possible.
- C. Tell the customer that the call has to be answered.
- D. Ignore the call and let the voicemail answer the call.

Answer: D

QUESTION 558:

An example of assertive communication would be _____.

- A. 'Your lack of interest is placing this project at risk'
- B. 'Your conclusion and recommendations are not accurate'
- C. 'You probably don't understand the importance of this problem'
- D. 'Help me understand why the report wasn't submitted on time'

Answer: D

QUESTION 559:

A Certkiller .com technician overhears a confidential conversation while repairing a computer in a CEO's office. From the following what should the technician do?

- A. Retreat quietly and keep the information in confidence.
- B. Inform the manager about the conversation.
- C. Inform the CEO to be careful who is around when having that type of conversation.
- D. Let the CEO know of his presence.

Answer: A

QUESTION 560:

While working at a customer's home a customer's child is being disruptive and distracting the Certkiller .com technician from his duties. What should the technician do?

- A. Talk sternly to the child and tell the child to stop misbehaving.
- B. Give the child something to play with.
- C. Refuse to continue working until the child stops misbehaving.
- D. Ask the customer to remove the child from the work area.

Answer: D

QUESTION 561:

While working at a customer's home the Certkiller .com technician receives a phone call from a co-worker. The call is about a difficult problem that he needs to sort out. What should the technician do?

- A. Apologize to the customer to take the telephone call.
- B. Ask the co-worker to call back later and continue working.
- C. Try and help the co-worker while continuing to work.
- D. Tell the customer he will be back later and sort out the problem.

Answer: B

QUESTION 562:

You are a Certkiller .com technician working at a customer's home. Your cellular telephone rings and the caller ID indicates that the call is one of your friends. Which of the following would be the BEST way to handle the incoming call?

- A. Ignore the call and send a text message to the friend to tell him that you'll call back when you leave the customer's home.

- B. Answer the call, but keep it as short as possible.
- C. Let the customer know that it is an important call and ask to leave for a short while. Step outside the home and take the call.
- D. Let your voicemail handle the call and return it once you have left the customers home.

Answer: D

Explanation: The customer is probably a paying customer and it would be bad manners to answer private calls during the service time that the customer pays for in one or another way.

QUESTION 563:

You are working as a technician at Certkiller .com. While repairing your boss's computer, you overhear a conversation that includes the names of several co-workers that are to be laid off. How should you handle this situation?

- A. remain quiet and treat the information as confidential.
- B. speak with the co-workers confidentially so the co-workers can prepare for unemployment.
- C. ask the manager to be careful who is around when having that type of conversation.
- D. talk with the co-workers after work and ensure that the co-workers have other options without stating what is known.

Answer: A

QUESTION 564:

Which is the best way to handle an incoming call from a personal friend while busy at a customer's home?

- A. Only send a text message while at the customer's home.
- B. Ask the customer to wait while you answer the call.
- C. Answer the call and speak for a short time.
- D. Ignore the call and allow voicemail to answer.

Answer: D

QUESTION 565:

While troubleshooting the manager's computer in the manager's office, you happen to overhear a conversation that mentions several colleagues that are to be laid off due to rationalization. What should you do?

- A. Keep quiet and treat the information as confidential.

- B. Inform your colleagues so they can be on the lookout for new jobs.
- C. Inform the manager that he should be careful regarding who might overhear his conversations.
- D. Tell your colleagues about the situation after working hours.

Answer: A

QUESTION 566:

What should you do if the telephone at a user's desk is ringing while you are busy troubleshooting the user's computer?

- A. Forward the call to the supervisor of that department.
- B. Pick up the phone and ask the caller to call back later.
- C. Ignore the ringing and allow the user's voicemail to answer the phone.
- D. Pick up the phone and tell the caller that the user is not available.

Answer: C

QUESTION 567:

While working at a customer's home, the customer informs the Certkiller .com technician that the customer has to go out for a few minutes. The customer assures the technician that if he needs anything his ten year old child would be able to assist. What do you suggest the technician should do?

- A. Leave the customer's home and wait for them to return as an adult must be at home while the technician is on-site.
- B. Continue working as the customer should not be away for longer than 10 minutes.
- C. Ensure that the child is not in the same room as the technician while the customer is out.
- D. Inform the customer that the technician is not responsible for anything while the customer is gone

Answer: A

QUESTION 568:

Upon arriving at a customers location, a technician is informed by a manager that the manager has never been happy with the companys service. The technician attempts to question the manager but the manager is yelling. Which of the following actions should the technician take?

- A. Walk away and find the computer having the issue.
- B. Respond with a similar tone of voice and language.
- C. Listen until the manager has finished talking.

D. State that if the manager does not stop yelling the technician will leave.

Answer: C

QUESTION 569:

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. an 80 pin ribbon cable.
- B. a 6 pin round cable.
- C. a 34 pin ribbon cable.
- D. a 40 pin ribbon cable.

Answer: D

QUESTION 570:

All of the following security enhancements are included in Windows XP Service Pack 2 EXCEPT:

- A. an enhanced firewall.
- B. a pop up blocker in Internet Explorer.
- C. Windows Defender.
- D. a Windows Security applet in the Control Panel.

Answer: C

QUESTION 571:

Which of the following would be BEST to use to troubleshoot a software problem with Windows XP?

- A. Enable VGA Mode
- B. Debugging Mode
- C. Safe Mode
- D. Safe Mode with Command Prompt

Answer: C

QUESTION 572:

In Windows 2000, which of the following commands is used to determine the IP address and how the address was assigned?

- A. IPCONFIG /all

- B. NET SEND
- C. FTP GET
- D. PING

Answer: A

QUESTION 573:

Before installing a program in Windows XP, which of the following actions would be the easiest to take so the computer can be returned to a prior state?

- A. Perform a full backup of the computer.
- B. Create a restore point.
- C. Perform an image backup.
- D. Create an emergency repair diskette (ERD).

Answer: B

QUESTION 574:

A customer brings in a laptop that will not boot. When it is plugged into the wall, no LEDs come on. When the power button is pressed, there is no activity. Which of the following procedures should the technician do FIRST?

- A. Test the AC adapter
- B. Test the CMOS battery
- C. Test the inverter
- D. Test the charging circuit

Answer: A

QUESTION 575:

In a typical PDA, which of the following is the primary input tool?

- A. stylus
- B. keyboard
- C. voice navigation
- D. scroll wheel

Answer: A

QUESTION 576:

Which of the following is an optical drive? (Select TWO).

- A. IDE hard drive
- B. tape drive
- C. DVD-ROM drive
- D. CD-ROM drive
- E. SCSI hard drive

Answer: C,D

QUESTION 577:

Which of the following types of fire extinguishers would be MOST appropriate to use on a fire in a laptop?

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

Answer: C

QUESTION 578:

A technician must dispose of a defective uninterruptible power supply (UPS). Which of the following actions should the technician take?

- A. Remove the batteries and place the batteries in a trash can.
- B. Place the UPS in a metal box and place the box in a trash can.
- C. Contact a local battery recycling company for instruction on disposal.
- D. Place the UPS in a plastic bag and store in a secure location.

Answer: C

QUESTION 579:

Which of the following provides the most useful information about a laser printer?

- A. Printer configuration page
- B. PCL font list
- C. Windows printer test page
- D. PostScript font list

Answer: A

QUESTION 580:

The limited range of an IEEE 802.11g network could be extended by adding which of the

following devices to the network?

- A. frame relay
- B. access point
- C. Bluetooth relay
- D. bilinear amplifier

Answer: B

QUESTION 581:

A malicious program that records a users keystrokes is an example of:

- A. a Trojan horse.
- B. adware.
- C. an anti-virus program.
- D. a performance monitor.

Answer: A

QUESTION 582:

An optical mouse is better to use than a ball mouse because an optical mouse:

- A. interfaces better with a computer.
- B. produces less radio frequency interference.
- C. is less expensive.
- D. has no moving parts.

Answer: D

QUESTION 583:

Modern computers have integrated I/O devices such as a:

- A. keyboard.
- B. video.
- C. USB.
- D. CPU.

Answer: C

QUESTION 584:

Before performing updates and installing new devices, which of the following must be done to ensure that System Restore can return the system to its current state?

- A. Run System Restore to create a restore point.
- B. Use Windows Backup to create a backup of the entire system drive.
- C. Use the Registry Editor to create a registry backup.
- D. Run System Restore and enter the date that the operating system was first installed.

Answer: A

QUESTION 585:

To ensure that a hard disk is optimized for performance, the Scheduled Task Wizard should be configured to regularly schedule a:

- A. Disk Defragmenter job.
- B. Disk Cleanup job.
- C. Windows Update job.
- D. Backup job.

Answer: A

QUESTION 586:

A technician discovers a half-empty bottle of acetone. Which of the following should the technician do to dispose of the acetone?

- A. Put on Level-3 HAZMAT gloves and pour the remaining liquid down a floor drain.
- B. Fill the bottle with water, shake the bottle and pour the contents down a sink drain.
- C. Send the bottle and remaining contents to an appropriate recycling center.
- D. Unscrew cap of bottle and let the acetone evaporate for 48 hours.

Answer: C

QUESTION 587:

A user reports that the Internet connection is not working. Which of the following can be done to determine whether the network interface card (NIC) is responding?

- A. PING 127.0.0.1
- B. Restart the computer.
- C. View the Event Log.
- D. Call the internet service provider (ISP).

Answer: A

QUESTION 588:

Which of the following should be done when traveling with a laptop?

- A. Leave CD/DVD media in optical drives during transportation.
- B. Place the laptop upside down in an airport x-ray machine.
- C. Use a carrying case that provides adequate shock prevention.
- D. Place heavy items on top of laptop case to prevent shifting.

Answer: C

QUESTION 589:

In Windows XP, which of the following steps would be taken to set the permissions for a user to print within a specific time frame?

- A. Printers and Faxes > right click the printer > Properties > Printer Settings > select the time
- B. Printers and Faxes > right click the printer > Properties > General tab > Time
- C. Printers and Faxes > right click the printer > Properties > Security tab > Time
- D. Printers and Faxes > right click the printer > Properties > Advanced tab > select the time

Answer: D

QUESTION 590:

Which of the following wireless encryption technologies would provide the MOST secure connection to a companys wireless access point?

- A. WPA
- B. MFD
- C. WEP
- D. USB

Answer: A

QUESTION 591:

The concentric area on a disc that completes one circumference of the disk is known as a:

- A. sector.
- B. track.
- C. cylinder.
- D. cluster.

Answer: B

QUESTION 592:

The maximum theoretical speed of IEEE 802.11g is:

- A. 54Mbps
- B. 32Mbps
- C. 11Mbps
- D. 14.4Mbps

Answer: A

QUESTION 593:

The BEST description of spyware is any:

- A. program that can use the Internet to transfer information to a remote computer.
- B. technology that helps gather information about a user without that users knowledge.
- C. technology that runs in the background without any interaction.
- D. file that replicates itself.

Answer: B

QUESTION 594:

In order to ensure that a laptop will boot off of a DVD/CD-ROM before a floppy disk drive or a hard drive, a technician needs to configure the boot device order in the:

- A. Device Manager.
- B. BIOS.
- C. Windows F8 boot options.
- D. Computer Management Console.

Answer: B

QUESTION 595:

Which of the following is the maximum distance that IrDA can successfully transmit to another IrDA device?

- A. 6 feet (1.8 meters)
- B. 5 feet (1.5 meters)
- C. 4 feet (1.2 meters)
- D. 3 feet (0.9 meters)

Answer: D

QUESTION 596:

Which of the following steps can be taken to go to Windows Explorer? (Select TWO).

- A. Right click Start > Windows Explorer
- B. Start > Control Panel > Windows Explorer
- C. Start > Run > type winexplorer
- D. Start> Programs > Accessories > Windows Explorer

Answer: A,D

QUESTION 597:

A technician is at a customers home and the customer wants to know how to disconnect from a wireless network after each session. The customer is informed that when the computer is turned off, the wireless network disconnects, but the customer insists that the network must be disconnected first. Which of the following actions should the technician take?

- A. Continue to tell the customer that there is no need to disconnect before shutting down the computer.
- B. Tell the customer that there is no way to turn wireless networking on and off.
- C. Because the customer is insistent, inform the customer that additional service will not be provided.
- D. Show the customer how to turn wireless networking on and off for every session.

Answer: D

QUESTION 598:

A laser printer may be shared on the network by using a network adapter or a:

- A. media converter.
- B. power strip.
- C. print transceiver.
- D. print server.

Answer: D

QUESTION 599:

The hardware system configuration is stored in the:

- A. Programmable read-only memory (PROM).
- B. CMOS.
- C. Power-on self test (POST).

D. MMX.

Answer: B

QUESTION 600:

When required to move a large, bulky piece of equipment, which of the following is the BEST practice for lifting the unit?

- A. Use non-slip gloves to insure a proper grip.
- B. Insure a good grip and lift using back and arms, keeping the unit close to the technician center of gravity.
- C. Insure a good grip and lift using your legs, keeping the unit close to the technician center of gravity.
- D. Before lifting, tip the unit on its side with the heaviest side facing down.

Answer: C

QUESTION 601:

Which of the following would be the LAST step to take when installing a network printer?

- A. Print a blank sheet of paper.
- B. Ping the printer's IP address.
- C. Reboot the computer.
- D. Print the test page.

Answer: D

QUESTION 602:

The Command CHKDSK/F is used to:

- A. check the windows registry.
- B. defragment the hard drive.
- C. format a floppy disk.
- D. repair file system problems.

Answer: D

QUESTION 603:

A technician is in a users home and must exchange a monitor that is too heavy for the technician to lift alone and the user cannot assist the technician. Which of the following actions should the technician take?

- A. Tell the user that the technician must contact the supervisor to make other arrangements.
- B. Ask whether the user has a hand truck that can be used.
- C. Leave instructions for the user to replace the monitor at a later time.
- D. Determine whether any of the users neighbors are at home to help.

Answer: A

QUESTION 604:

Which of the following paths should be taken to back up the key when removing old registry keys in Registry Editor?

- A. Key > File > Backup
- B. Key > Tools > Export
- C. Key > Tools > Backup
- D. Key > File > Export

Answer: D

QUESTION 605:

A computer that will be used for audio/visual purposes may require:

- A. a USB 2.0 mouse.
- B. a memory upgrade.
- C. a DSL modem.
- D. a surge protector.

Answer: B

QUESTION 606:

Which of the following files are required for booting a Windows 2000 operating system? (Select THREE).

- A. NTLDR
- B. NTDETECT.COM
- C. SYSTEM.INI
- D. CONFIG.SYS
- E. AUTOEXEC.BAT
- F. BOOT.INI

Answer: A,B,F

QUESTION 607:

In Windows XP, a user cannot find a file name or remember where the file is saved. Which of the following should be checked FIRST?

- A. Start > My Documents
- B. Start > Search
- C. Start > Programs
- D. Start > Settings

Answer: B

QUESTION 608:

All of the following facilitate cooling EXCEPT:

- A. open side panels.
- B. thermal compound.
- C. fans.
- D. heatsinks.

Answer: A

QUESTION 609:

On a wireless network, a computer is getting an IP address that is not in the subnet of the router after running IPCONFIG. Which of the following may be the cause of the problem?

- A. The network interface card (NIC) is not reporting correctly to the BIOS.
- B. The router has lost power and is using the default IP address.
- C. The router is getting old and needs to be replaced.
- D. Another unsecured wireless network may be, being accessed.

Answer: D

QUESTION 610:

In Windows 2000/XP, which of the following are valid commands that can be typed into the 'Run' dialog box to access the registry editor? (Select TWO).

- A. REGISTRY /EDIT
- B. REG32 /EDIT
- C. REGEDIT32
- D. REG /EDIT
- E. REGEDT32

F. REGEDIT

Answer: E,F

QUESTION 611:

When preparing to add RAM to a desktop PC which of the following is the FIRST thing to do?

- A. Disconnect the power cable
- B. Locate the system empty memory slots
- C. Remove existing RAM Modules
- D. Close Windows and power off the PC

Answer: D

QUESTION 612:

Which of the following types of batteries provides the longest running time for portable devices?

- A. lithium ion (Li-ion)
- B. nickel-cadmium (NiCd)
- C. alkaline
- D. nickel metal-hydride (NiMH)

Answer: A

QUESTION 613:

To open a computer case, it would be BEST to use a:

- A. rubber mallet.
- B. Phillips-head screwdriver.
- C. flathead screwdriver and hammer.
- D. pair of pliers.

Answer: B

QUESTION 614:

Which of the following would be an indicator of a properly functioning network interface card (NIC)?

- A. The computer beeps twice during POST.
- B. The activity light becomes active on the NIC in the back of the computer.

- C. The NIC beeps twice upon receiving an IP address.
- D. There is a prompt to add the DHCP settings in a command line.

Answer: B

QUESTION 615:

An older laptop supports the Advanced Power Management (APM) specification. Which of the following describes how the laptops power management is configured?

- A. The power management configuration is done with the Power Management Icon on the Windows Control Panel.
- B. The power management configuration is done with the laptops BIOS settings.
- C. The power management configuration must be done with the laptops BIOS settings and the Windows Control Panel.
- D. The laptops manufacturer must supply a proprietary program to configure the power management settings.

Answer: C

QUESTION 616:

A technician is working on a users computer. The user has small figurines on top of the computer which need to be removed for the technician to work on the computer. Which of the following should the technician do?

- A. Place the figurines in a box and leave the box on the users desk.
- B. Ask the user to remove the figurines.
- C. Gather the figurines and give them to the users supervisor.
- D. Place the figurines into the users desk drawer.

Answer: B

QUESTION 617:

Which of the following is a wireless security protocol? (Select TWO).

- A. WLAN
- B. WEP
- C. WiFi Protected Access
- D. WAN
- E. LAN

Answer: B,C

QUESTION 618:

To actively protect end users and maximize efficiency, a technician should configure which of the following in the operating system?

- A. System to automatically download and install updates from the internet.
- B. Disk Defragmenter to run every morning at the same time.
- C. Disk Cleanup to run every morning at the same time.
- D. Windows Firewall settings to block all Internet traffic.

Answer: A

QUESTION 619:

Which of the following is a WiFi device?

- A. 56K v.34 PCMCIA modem card
- B. EVDO PCMCIA modem card
- C. 802.11g PCMCIA card
- D. floppy disk drive add-in card

Answer: C

QUESTION 620:

A user recently purchased a new scanner/printer but is not able to use any of the scanner functions. Which of the following is MOST likely the cause?

- A. The scanner driver is not installed.
- B. Bi-directional support is not enabled.
- C. The print spooler is not enabled.
- D. The device is connected to the wrong COM port.

Answer: A

QUESTION 621:

Which of the following is the oldest printing technology?

- A. ink jet
- B. impact
- C. thermal
- D. laser

Answer: B

QUESTION 622:

A user reports that the laptop randomly shuts down. Using a temperature monitor, a technician observes that the system is overheating. Which of the following is MOST likely the cause? (Select TWO)

- A. The CPU is set to maximum performance.
- B. There are too many devices externally attached.
- C. The heatsink needs cleaning.
- D. The CPU fan needs replacing.
- E. The user works in a room that is too humid.

Answer: C,D

QUESTION 623:

A technician updates a malfunctioning PCI card with a driver from the manufacturers web site, and the PCI card still does not work. Which of the following would be the BEST step for the technician to take next?

- A. Change the latency settings in BIOS.
- B. Find another driver from a different manufacturers site.
- C. Install an AGP card.
- D. Replace the PCI card.

Answer: D

QUESTION 624:

All of the following utilities are file management tools EXCEPT:

- A. DEFRAG
- B. COPY
- C. ATTRIB
- D. Windows Explorer

Answer: A

QUESTION 625:

To view the display drivers in Windows XP, which of the following should a technician do?

- A. Start > Control Panel > Monitor > Advanced > Adapter > Properties > Driver.
- B. Start > Settings > Control Panel > Device Properties > Hardware > Drivers.
- C. Right click on Desktop > Properties > Settings > Advanced > Adapter > Properties >

Driver.

D. Right click My Computer > Properties > select Device Manager tab > Properties > Drivers.

Answer: C

QUESTION 626:

Which of the following is the minimal amount of electrostatic discharge (ESD) that can damage computer components?

- A. 3000 volts
- B. 30,000 volts
- C. 30 volts
- D. 300 volts

Answer: C

QUESTION 627:

A technician is asked to refill a toner cartridge but is concerned that handling toner may affect the technicians health. Which of the following actions should the technician take FIRST?

- A. Check the invoice for the toner and then contact the reseller.
- B. Ask other technicians whether health problems have been experienced after handling toner.
- C. Check the Material Safety Data Sheet (MSDS) for the toner.
- D. Research the individual chemical components of toner.

Answer: C

QUESTION 628:

While working on a customers computer, the customer asks for confidential information about a technicians company. The technician should:

- A. give the customer misleading information.
- B. provide the customer with limited information.
- C. inform the customer that this information cannot be discussed.
- D. continue the discussion if the customer agrees to keep the discussion confidential.

Answer: C

QUESTION 629:

The corona wire, fuser, drum, and toner cartridge are associated with which of the following types of printers?

- A. laser
- B. impact
- C. ink jet
- D. thermal

Answer: A

QUESTION 630:

Which of the following is based on flash memory technology?

- A. smart media card
- B. PCMCIA hard drive
- C. floppy disk
- D. DVD RAM

Answer: A

QUESTION 631:

Which of the following are basic networking topologies?

- A. file sharing, printer sharing, Internet sharing
- B. bus, ring, star
- C. Ethernet/CAT5, wireless, USB
- D. TCP/IP, NetBEUI, IPX/SPX

Answer: B

QUESTION 632:

On a wireless router, which of the following will prevent an unauthorized user from picking up the SSID when scanning from another computer?

- A. Change the default router name.
- B. Disable SSID broadcast.
- C. Enable WPA.
- D. Turn on encryption.

Answer: B

QUESTION 633:

Which of the following technologies MOST closely resembles a photocopy machine?

- A. digital camera
- B. scanner
- C. impact printer
- D. plotter

Answer: B

QUESTION 634:

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 9.4GB.
- B. 700MB.
- C. 2.1GB.
- D. 4.7GB.

Answer: A

QUESTION 635:

WEP is used to provide:

- A. authentication.
- B. frequency selection.
- C. identification.
- D. high-speed connections.

Answer: A

QUESTION 636:

How many pins does a Floppy Drive Connector contain?

- A. 40 pins
- B. 34 pins
- C. 50 pins
- D. 24 pins

Answer: B

QUESTION 637:

When troubleshooting a TCP/IP network problem using the PING command, the activity light on the network interface card (NIC) flickers but the screen reports that there is no

response. Which of the following may be the cause of the problem?

- A. The NIC needs new drivers.
- B. The address being PINGed is not routed to any network.
- C. The address being PINGed is not assigned to any computer.
- D. The address being PINGed is a server.

Answer: C

QUESTION 638:

A technician is rebuilding a computer and develops a rash when applying thermal compound to a processor. Which of the following would be the BEST action to take?

- A. Avoid using the thermal compound in the future.
- B. Remove all thermal compounds from the work area.
- C. Replace the thermal compound with another type of compound.
- D. Look for a Material Safety Data Sheet (MSDS) for the thermal compound.

Answer: D

QUESTION 639:

When starting a Windows XP installation, which of the following keys is pressed to load additional hard disk drivers before installation?

- A. F9
- B. F8
- C. F6
- D. F10

Answer: C

QUESTION 640:

A possible result of having an onboard video card on a motherboard would be that the video card may:

- A. cause undue stress on the system board components resulting in premature failure of the motherboard.
- B. create electromagnetic interference (EMI) with the sound card.
- C. create too much heat for the other components on the motherboard.
- D. reduce the amount of system RAM dedicated to the operating system.

Answer: D

QUESTION 641:

A technician is updating the video drivers on a Windows XP system and encounters a dialog box warning that the driver is unsigned. An unsigned driver means that the driver:

- A. is incompatible with Windows XP.
- B. is currently in a beta state.
- C. is not signed by the Hardware Abstraction Layer (HAL).
- D. has not been signed by the Windows Hardware Quality Lab.

Answer: D

QUESTION 642:

Which of the following is an example of a CPU technology?

- A. Dual Channel
- B. Hyperthreading
- C. RAMBUS
- D. North Bridge

Answer: B

QUESTION 643:

Which of the following can be used to disable a service that is locking up a computer running Windows XP?

- A. System File Checker
- B. MSCONFIG
- C. Device Manager
- D. Control Panel

Answer: B

QUESTION 644:

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. HTTP server address on Address Bar
- B. hostname and path name
- C. DHCP server information
- D. SMTP server address

Answer: B

QUESTION 645:

Which of the following is the Best way for a technician to secure a laptop on a desk in an office?

- A. Put several folders on top of the laptop to hide the laptop.
- B. Place the laptop in a locked cabinet.
- C. Place the laptop in a drawer.
- D. Ask a co-worker to watch the laptop while the technician is out.

Answer: B

QUESTION 646:

Which of the following are primary differences between a laptop and a desktop CPU? (Select TWO).

- A. front side bus
- B. clock speed
- C. heat production
- D. power consumption
- E. L2 Cache

Answer: C,D

QUESTION 647:

If a laptop is used primarily in a dusty environment, it is MOST important to regularly check for dust building up in:

- A. between the keys on the internal keyboard.
- B. the drive media bays.
- C. the cooling passages and fans.
- D. the external USB and docking connectors.

Answer: C

QUESTION 648:

When a customer is making insulting remarks about a technicians company, the technician should tell the customer that:

- A. there are strengths and weaknesses in every company and that the technician will strive to improve this area of deficiency.
- B. there are strengths and weaknesses in every company and that most competitors

provide worse service.

C. it is impossible to satisfy everyone and that the customer should be grateful for the companys efforts.

D. it is impossible to satisfy everyone and that the customer can contact the companys competitor if the user is unhappy.

Answer: A

QUESTION 649:

Which of the following assigns IP addresses automatically?

A. TCP/IP

B. DHCP

C. ARP

D. DNS

Answer: B

QUESTION 650:

Which of the following locations contains the System Restore option in Windows XP?

A. Control Panel Security Center.

B. Help and support from the Start menu.

C. Control Panel Administrative tools.

D. System Properties, Start up and Recovery.

Answer: B

QUESTION 651:

Fiber optic cables are used to connect computer network equipment because they: (Select TWO).

A. can carry data faster than copper cables.

B. are easier to terminate than copper wiring.

C. are immune to electrical interference from outside sources.

D. tolerate bending and rough handling better than copper wires.

Answer: A,C

QUESTION 652:

Which of the following command line options is used to install the Recovery Console in Windows XP?

- A. WINNT /U
- B. WINNT /COPYSOURCE
- C. WINNT32 /CMDCONS
- D. WINNT32 /DUPREPAIR

Answer: C

QUESTION 653:

It is important to know the default resolution of an LCD monitor because the default resolution:

- A. determines which applications can be loaded on a laptop.
- B. informs a user how to clean the monitor.
- C. will allow many LCDs to perform optimally.
- D. is needed to ensure proper brightness.

Answer: C

QUESTION 654:

Which of the following is used to connect homes and small businesses to the Internet?

- A. Frame Relay
- B. ATM
- C. DSL
- D. fiber optic

Answer: C

QUESTION 655:

Which of the following is the minimum processor requirement for Windows XP?

- A. 333MHz
- B. 233MHz
- C. 650MHz
- D. 133MHz

Answer: B

QUESTION 656:

Which of the following should be used to repair the boot file on a Windows XP system?

- A. FDISK
- B. FIXMBR
- C. FIXBOOT
- D. NTLDR

Answer: C

QUESTION 657:

Which of the following ports on a desktop computer is typically used by a printer?
(Select TWO).

- A. parallel
- B. serial
- C. VGA
- D. USB
- E. IEEE 1394/Firewire

Answer: A,D

QUESTION 658:

Which of the following is a BEST practice when replacing a computer monitor?

- A. Uninstall video driver and then replace monitor.
- B. Replace the monitor with the computer power on.
- C. Replace the monitor and the video card.
- D. Turn off computer and then turn off monitor.

Answer: D

QUESTION 659:

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- B. Stop using the battery and use alternating current (AC) power for the laptop.
- C. Replace the battery by purchasing a new battery from the manufacturer.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Answer: C

QUESTION 660:

A laptop fails each time a user attempts to perform the hibernation function. This may be happening because the laptop:

- A. does not have enough free RAM.
- B. is not activating Windows XP.
- C. is not plugged in to an outlet.
- D. lacks hardware or device driver support.

Answer: D

QUESTION 661:

Which of the following is the common port for HTTP communication?

- A. 25
- B. 80
- C. 88
- D. 443

Answer: B

QUESTION 662:

Which of the following devices is MOST likely to fail due to damage from electrostatic discharge (ESD)?

- A. CPU
- B. audio card
- C. floppy drive
- D. hard drive

Answer: A

QUESTION 663:

Which of the following is an example of a connector used in fiber optic cables? (Select TWO).

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

Answer: A,E

QUESTION 664:

Fiber-optic cable should be handled with care because the core of fiber optic cable is typically made from:

- A. mercury.
- B. gold.
- C. glass.
- D. copper.

Answer: C

QUESTION 665:

A workstation prints unreadable documents from a network printer but other workstations print readable documents. Which of the following is MOST likely the cause?

- A. A network adapter error has occurred.
- B. An incompatible network adapter is in use.
- C. A network protocol has failed.
- D. An incorrect driver is installed.

Answer: D

QUESTION 666:

A technician is storing a RAM module for a co-worker who will pick up the module in several hours. The module should be placed in:

- A. a brown paper bag.
- B. a Styrofoam bag.
- C. an anti-static bag.
- D. a re-sealable plastic bag.

Answer: C

QUESTION 667:

Which of the following steps can be taken to restore a system to a previous state?

- A. Start > Control Panel > System Restore > Restore
- B. Start > Programs > Accessories > System Restore > Backup
- C. Start > Programs > Accessories > System Tools > Backup
- D. Start > Programs > Accessories > System Tools > System Restore

Answer: D

QUESTION 668:

A user wants to set up a basic level of security for a computer and no one should be able to access the system without a password. Which of the following would be the BEST action to take?

- A. Set up the EFS within Windows.
- B. Set up a BIOS password.
- C. Convert the users FAT32 partition to NTFS.
- D. Set up a password for the Windows Guest account.

Answer: B

QUESTION 669:

Which of the following operating systems can be upgraded to Windows XP Professional? (Select TWO).

- A. UNIX
- B. Sun Solaris
- C. Windows NT 4.0
- D. Windows ME
- E. Windows 95

Answer: C,D

QUESTION 670:

Which of the following can be typed into Windows Command Prompt to list hidden files?

- A. ATTRIB -h
- B. DIR /W
- C. ATTRIB +h
- D. DIR /AH

Answer: D

QUESTION 671:

In Windows XP Professional, files are not able to be compressed using Folder Properties. This may occur because the files:

- A. are encrypted.
- B. are Read Only.
- C. are hidden.
- D. require advanced user privileges to compress.

Answer: A

QUESTION 672:

A user reports being unable to connect to the network after upgrading to Windows XP Service Pack 2. Which of the following would be the FIRST step to take when troubleshooting this problem?

- A. Configure Windows firewall settings.
- B. Run Windows restore to uninstall Windows XP Service Pack 2.
- C. Restart the computer and try connecting again.
- D. Replace and configure the network interface card (NIC).

Answer: A

QUESTION 673:

Which of the following types of connectors is on the end of an Ethernet cable?

- A. DB-9
- B. RJ-45
- C. RJ-11
- D. RS-232

Answer: B

QUESTION 674:

When upgrading from Windows 98 to Windows XP, which of the following is the resulting file system type?

- A. NTFS
- B. CDFS
- C. EFS
- D. FAT32

Answer: D

QUESTION 675:

A thumbprint scanner is an example of:

- A. biometric security.
- B. WEP security.
- C. a smart card.
- D. data encryption.

Answer: A

QUESTION 676:

When resetting passwords, which of the following would be BEST to verify a user's identity?

- A. Ask the user to spell the first and last name.
- B. Request the name of the user's pet.
- C. Ask for the user's office telephone number.
- D. Request the user's PIN number.

Answer: D

QUESTION 677:

Which of the following can be used to verify the version date of a hardware driver that is currently installed?

- A. Control Panel > Add Hardware > Finish
- B. Device Manager > select the device > Properties > Driver tab
- C. System Properties > Hardware Tab > Hardware Profiles
- D. Control Panel > Time/Date

Answer: B

QUESTION 678:

After a computer is moved the screen shows a message stating, No Signal. When the power buttons are pressed, the computer and monitor turn on, the keyboard lights flash, a single beep is heard, and the hard drive light blinks as the computer accesses the hard drive. Which of the following actions should a technician take FIRST?

- A. Reseat the video card to eliminate any shifting that occurred during the move.
- B. Ensure that the power cable is connected to the computer.
- C. Check the monitors menu and ensure that the monitor is set to display the 640x480 video mode at boot.
- D. Ensure that the video cable is connected from the monitor to the VGA / DVI port.

Answer: D

QUESTION 679:

Which of the following would be the BEST method for the automatic assignment of an IP address for an assigned period of time?

- A. static IP Addressing
- B. Automatic Private Internet Protocol Addressing (APIPA)
- C. DHCP
- D. alternate IP Configuration

Answer: C

QUESTION 680:

Which of the following would be the BEST action to take before disconnecting an external hard drive from a USB port?

- A. Turn off the power to the drive.
- B. Disconnect the drive in My Computer.
- C. Eject the drive from My Computer.
- D. Use the Safely Remove Hardware utility.

Answer: D

QUESTION 681:

Which of the following wireless mouse and keyboard connectivity methods is currently used in laptops?

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

Answer: C

QUESTION 682:

Which of the following is used to produce the best LCD image on a laptop?

- A. Active scanning
- B. Active matrix
- C. Dual scan
- D. Passive matrix

Answer: B

QUESTION 683:

In Windows default settings, which of the following types of wireless networks will a wireless NIC attempt to connect?

- A. Any available network (access point preferred)
- B. Unsecured networks only
- C. Access point (infrastructure) networks only
- D. Computer-to-computer (ad hoc) networks only

Answer: A

QUESTION 684:

A computer contains an internal hard drive with one logical drive. After installing an external hard drive, the external drive will show up as which of the following drive letters?

- A. The next available drive letter
- B. E:
- C. Z:
- D. The removable drive letter

Answer: A

QUESTION 685:

Which of the following describes the function of a chipset on a motherboard?

- A. Control data transfer to only the hard disk drive.
- B. Control the transfer of data to and from the computers peripherals.
- C. Transfer data directly from the monitor to the CPU.
- D. Allow the computer to determine which operating system to use.

Answer: B

QUESTION 686:

Which of the following actions should be taken to prevent electrostatic (ESD) when working on a computer?

- A. Store components in aluminum foil bags.
- B. Store components in plastics containers.

- C. Wear an anti-static wrist strap.
- D. Place plastic foam over the equipment.

Answer: C

QUESTION 687:

Which of the following is the speed of USB 2.0 as compared with USB 1.1?

- A. 40 times faster
- B. 20 times faster
- C. 60 times faster
- D. 100 times faster

Answer: A

QUESTION 688:

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Notify all users.
- B. Close all open files.
- C. Defragment the computer's hard drive.
- D. Remove share privileges.

Answer: A

QUESTION 689:

Which of the following files queries the computer for information such as date and time, bus types, and the number, size, and type of disk drives?

- A. NTLDR
- B. PAGEFILE.SYS
- C. NTDETECT.COM
- D. BOOT.INI

Answer: C

QUESTION 690:

In Windows 2000/XP, which of the following is the filename created by Virtual Memory?

- A. PAGEFILE.SYS

- B. VMM32.VXD
- C. 386PART.PAR
- D. WIN386.SWP

Answer: A

QUESTION 691:

A technician needs to optimize the time it takes to read / write files to hard disk by minimizing the head travel time. Which of the following should the technician use?

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

Answer: D

QUESTION 692:

To turn on the firewall in Windows XP Service Pack 2, right click on My Network Places > Properties > right click on the network connection to the firewall > Properties then:

- A. Tools tab.
- B. Firewall tab.
- C. Security tab.
- D. Advanced tab.

Answer: D

QUESTION 693:

When using a ball mouse, a user observes erratic movement of the cursor. Which of the following actions should be taken FIRST?

- A. Uninstall and re-install the mouse drivers.
- B. Re-boot the computer to reset the mouse pointers.
- C. Buy and install a new mouse.
- D. Clean and perform preventative maintenance on the mouse.

Answer: D

QUESTION 694:

To run a full defrag in Windows XP, a user must be logged in as:

- A. a Guest.
- B. an Administrator.
- C. a User.
- D. a Power User.

Answer: B

QUESTION 695:

Which of the following utilities can be used to troubleshoot a problem on a computer running Windows that cannot boot to normal or safe mode?

- A. Recovery CDs
- B. System Restore
- C. Recovery Console
- D. BIOS

Answer: C

QUESTION 696:

A user has a laptop with a docking station that is used in the office and at home. Which of the following should be done to ensure that data on the local drives of a laptop is backed up?

- A. Configure the central back up server to back up their data when they are logged off the company's network.
- B. Use the Scheduled Task Wizard to regularly schedule a disk cleanup.
- C. Use the Scheduled Task Wizard to regularly schedule a System Backup to a network drive.
- D. Enable Wake-on-LAN in the BIOS settings.

Answer: C

QUESTION 697:

A technician is replacing a computers motherboard. A large circuit board is inserted in the motherboard and two adapter cards are connected to the circuit board. The circuit board is called a:

- A. Riser card.
- B. Main board.
- C. Sound board.
- D. System board.

Answer: A

QUESTION 698:

Which of the following is important to do while on the telephone with a customer?

- A. Engage the customer in pleasant conversation.
- B. Ask the customer personal questions to become more familiar with the customer.
- C. Maintain a professional demeanor.
- D. Stay on the phone with the customer until the problem is resolved.

Answer: C

QUESTION 699:

When answering a technical support call, which of the following would be the MOST appropriate action?

- A. Ask the customers name
- B. Identify the customer location
- C. Ask what the problem is
- D. Identify yourself and department

Answer: D

QUESTION 700:

Which of the following modes allows a users work to be automatically saved to the hard drive and pause the session?

- A. Suspend
- B. Standby
- C. Shut Down
- D. Hibernate

Answer: D

QUESTION 701:

Two new network switches are connected but connections between them are not working. On the cable connecting the switches there are no lights on one side of the connection. Which of the following is MOST likely the cause of the problem?

- A. Incompatible network protocols.
- B. The connection cable is faulty.
- C. One switch is too busy to connect to the other.
- D. One of the switches is defective.

Answer: B

QUESTION 702:

A user reports that when trying to print a document nothing comes out of the printer and states that the only printer in the printer dialog box is 'Microsoft Office Document Image Writer.' The technician should understand that the problem is that the printer:

- A. driver is corrupt.
- B. has not been installed on the user's computer.
- C. cable is unplugged.
- D. is not turned on.

Answer: B

QUESTION 703:

When configuring a new laptop that is running Windows XP operating system, the processor fan seems to be running on high continuously. Which of the following can be checked to ensure that the laptop is running at optimal level?

- A. Power Options
- B. Device manager
- C. Network Settings
- D. Automatic Updates

Answer: A

QUESTION 704:

A user receives an error message stating, This page cannot be displayed when attempting to access several Internet web pages and the Internet connection has been verified. Which of the following may be the cause?

- A. Windows kernel error
- B. malicious software
- C. network interface card (NIC) malfunction
- D. modem problem

Answer: B

QUESTION 705:

An expansion card that allows a computer to communicate with a server via unshielded twisted pair cable is known as:

- A. a cable modem.
- B. an AGP card.
- C. a USB controller.
- D. a network interface card (NIC).

Answer: D

QUESTION 706:

Before installing a new device on a Windows XP computer, which of the following choices is BEST practice?

- A. Backup the My Documents folder
- B. Defragment the hard drive
- C. Create a system restore point
- D. Run CHKDSK

Answer: C

QUESTION 707:

The MOST common cabling used in office for Ethernet connections is:

- A. CAT6 UTP.
- B. RG-58 coaxial cable.
- C. CAT3 UTP.
- D. CAT5 UTP.

Answer: D

QUESTION 708:

Which of the following tools is designed to access the stored computer-specific and user-specific settings on a Windows workstation?

- A. Event Viewer
- B. Task Manager
- C. MSCONFG
- D. REGEDIT

Answer: D

QUESTION 709:

Which of the following is the common size of a laptop hard disk drive?

- A. 5.25 in (13.12 cm)
- B. 1.8 in (4.5 cm)
- C. 2.5 in (6.25 cm)
- D. 3.5 in (8.75 cm)

Answer: C

QUESTION 710:

Which of the following is the minimum hard disk size for a Windows XP Professional installation?

- A. 16GB, 850MB free space
- B. 8GB, 850MB free space
- C. 4GB, 650MB free space
- D. 2GB, 650MB free space

Answer: D

QUESTION 711:

Which of the following is monitored by the Security Center applet in the Control Panel?

- A. Firewall; Virus protection; Registry backups
- B. Firewall; Automatic Updates; Virus Protection
- C. Registry backups; Windows updates; Virus protection
- D. Automatic Updates; Virus Protection; Spyware Protection

Answer: B

QUESTION 712:

Which of the following is the maximum length of the UTP CAT5 network cable?

- A. 100 Meters (328 Feet)
- B. 150 Meters (492 Feet)
- C. 90 Meters (295 Feet)
- D. 185 Meters (606 Feet)

Answer: A

QUESTION 713:

Which of the following are considered malware? (Select TWO).

- A. sniffer software
- B. lindows
- C. computer viruses
- D. Trojan horses
- E. infrared mouse

Answer: C,D

QUESTION 714:

Which of the following interfaces is commonly used for connecting printers?

- A. IEEE 1394/Firewire
- B. USB
- C. wireless
- D. serial

Answer: B

QUESTION 715:

Which of the following should be used to enable the Quick Launch bar?

- A. Task Manager
- B. Taskbar Properties
- C. Windows Explorer
- D. MSCONFIG

Answer: B

QUESTION 716:

Which of the following is a laser printer consumable item?

- A. ink cartridge
- B. toner
- C. dye sublimation ribbon
- D. thermal paper

Answer: B

QUESTION 717:

A user states that they must scroll down on their screen to view the Task Bar. Which of the following should the technician do?

- A. Verify that all cables are properly seated.
- B. Restart the monitor.
- C. Re-install windows.
- D. Adjust the display settings.

Answer: D

QUESTION 718:

Which of the following number of disks is needed to create installation floppy disks for Windows 2000?

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

Answer: B

QUESTION 719:

When using Windows XP, which of the following is used to go to the Registry Editor?

- A. REGISTRY EDITOR
- B. REGEDIT.EXE
- C. MMC
- D. System Properties

Answer: B

QUESTION 720:

Which of the following should be adjusted to provide maximum battery longevity in a PDA?

- A. Touch screen sensitivity
- B. Screen backlight
- C. IrDA transfer rate
- D. SD card bus speed

Answer: B

QUESTION 721:

Which of the following should be done for Windows XP to remain updated with current patches and service packs? (Select TWO).

- A. Turn on and configure Automatic Updates.
- B. Use Add/Remove Windows Components to update Windows regularly.
- C. Purchase and install the newest version of Windows XP.
- D. Run Windows Update regularly.
- E. Search the Internet and download any updates found.

Answer: A,D

QUESTION 722:

Upon arriving at a customer's location, a technician is informed that if the problem is not resolved, the technician's company's contract will not be renewed and that a competitor will get the contract. Which of the following actions should the technician take?

- A. Assure the customer that the technician will attempt to resolve the problem satisfactorily as is done with all customers.
- B. Inform the customer that the technician has no doubts about the ability to resolve the problem but that the customer should contact the competitor if the customer has doubts.
- C. Assure the customer that the technician will resolve the problem in a shorter time period than the competitor.
- D. Inform the customer that the technician is not intimidated and that the customer should attempt to resolve the problem alone.

Answer: A

QUESTION 723:

A company's computers are running Windows XP Professional. Some of the desktop computers have the file ntbootdd.sys on the root but it is not seen on any laptops. The ntbootdd.sys file is required for:

- A. for SCSI devices.
- B. computers with scanners.
- C. desktops with certain chipsets.
- D. compatibility with some Windows NT4 applications.

Answer: A

QUESTION 724:

A user cannot install Windows XP from an internal CD-ROM drive connected to the secondary IDE controller. The user reports that when turning on the computer, it boots directly into the old operating system. Which of the following actions should be taken in the BIOS?

- A. Move the CD-ROM boot priority below the floppy disk.
- B. Enable boot from a USB device.
- C. Move the CD-ROM boot priority above the hard disk.
- D. Move the CD-ROM boot priority below the hard disk.

Answer: C

QUESTION 725:

Which of the following keys are used to access advanced Windows start up options while a computer is booting?

- A. F8
- B. F6
- C. F5
- D. F2

Answer: A

QUESTION 726:

A technician is asked to prepare a computer that is going to be deployed in an office. Which of the following is the MOST important step the technician should take prior to installing the computer in the office?

- A. Change the computer name
- B. Flash the BIOS
- C. Update operating system patches
- D. Remove the internet history and cookies

Answer: C

QUESTION 727:

Which of the following is a program that contains harmful code within an apparently harmless program?

- A. malware
- B. spyware
- C. virus
- D. Trojan horse

Answer: D

QUESTION 728:

Configuring a printer that is equipped with a network adapter for TCP/IP on a large business network requires the technician to assign which of the following to the printer?

- A. A valid static IP address and subnet mask.
- B. A valid device name and workgroup name.
- C. A valid MAC address and DHCP server address.
- D. A DHCP server address and a DNS server address.

Answer: A

QUESTION 729:

Before shipping a laptop, which of the following should be removed to avoid damage during transit? (Select TWO).

- A. DVD Media
- B. LCD
- C. Backlight
- D. DVD-ROM drive
- E. PC Card adapters

Answer: A,E

QUESTION 730:

A laser printer is not printing after a new toner cartridge was installed. Which of the following may cause this?

- A. The toner cartridge is installed backwards.
- B. An incorrect voltage is being placed on the corona wire.
- C. The toner release strip was not removed.
- D. The printer is offline.

Answer: C

QUESTION 731:

When upgrading to Windows XP Professional from Windows 98 SE, which of the following should be done FIRST?

- A. Install a new hard drive to ensure enough free space for the upgrade.
- B. Back up files to prevent lost data.
- C. Check the Hardware Compatibility List.
- D. Check that all necessary drivers are available.

Answer: C

QUESTION 732:

In a dual booting system, which of the following will change time to display the list of operating systems in the boot.ini?

- A. Control Panel > System > Advanced Tab > Performance Settings
- B. Control Panel > System > Hardware Tab > Performance Settings
- C. Control Panel > System > Hardware > Startup and Recovery Settings
- D. Control Panel > System > Advanced Tab > Startup and Recovery Settings

Answer: D

QUESTION 733:

A user reports that the quality of documents printed from an inkjet printer is getting progressively worse. Which of the following should the technician do FIRST?

- A. Check whether the printer's roller assembly is functioning correctly.
- B. Replace the printer.
- C. Check the printer for paper jams.
- D. Check the printer's ink levels.

Answer: D

QUESTION 734:

To verify that a printer is functioning after being installed on a local workstation, which of the following actions should be taken?

- A. Print a test page.
- B. Reboot the printer.
- C. Launch Microsoft Publisher on the workstation and print a document.
- D. Reboot the local workstation.

Answer: A

QUESTION 735:

A computer begins to redirect web pages and change computer settings. A technician should check for:

- A. malware.
- B. linked libraries.

- C. text files.
- D. image files.

Answer: A

QUESTION 736:

Which of the following components can store data? (Select TWO).

- A. Flash drive
- B. IEEE1394/Firewire card
- C. SPDIF connector
- D. Ethernet connector
- E. Hard drive

Answer: A,E

QUESTION 737:

A technician has been splashed in the face by a chemical. Which of the following documentation should be checked to determine what actions to take?

- A. Plant Manual
- B. Material Safety Data Sheet (MSDS)
- C. Employee Handbook
- D. Workers Guide

Answer: B

QUESTION 738:

Before installing a new AGP video card in a workstation, a technician should ensure that the:

- A. power cable is connected.
- B. CPU is inserted correctly.
- C. technician is grounded.
- D. video card is grounded.

Answer: C

QUESTION 739:

Which of the following assigns IP addresses to computers on a network? (Select TWO).

- A. DHCP Server

- B. Exchange Server
- C. PC assigns its own
- D. Residential Router
- E. Switch

Answer: A,D

QUESTION 740:

When selecting an IP addressing method, which of the following would be the BEST IP address assignment method for a one subnet network where the computer assigns itself an IP Address?

- A. alternate IP Configuration
- B. DHCP
- C. static IP Addressing
- D. APIPA

Answer: D

QUESTION 741:

Which of the following programs find ways to make a computer show unwanted banners or popups?

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

Answer: D

QUESTION 742:

A user has hardware to support two display devices and would like to adjust the system so that Windows are dragged between the two screens vertically instead of horizontally. Which of the following Windows controls would be used?

- A. Control Panel > System
- B. Display Properties > Appearance Tab
- C. Display Properties > Settings Tab
- D. Control Panel > Accessibility Options

Answer: C

QUESTION 743:

A computer that can host dual PCI-Express video cards is said to be:

- A. MLI ready.
- B. NLI compatible.
- C. SLI compatible.
- D. NVEX ready.

Answer: C

QUESTION 744:

A TCP/IP network interface that is configured to use DHCP obtains which of the following information from the DHCP server? (Select THREE).

- A. IP address
- B. subnet mask
- C. default gateway address
- D. whether the interface is full duplex or half duplex
- E. interface speed
- F. MAC address

Answer: A,B,C

QUESTION 745:

Which of the following prevents programs from attacking a system?

- A. smart cards
- B. anti-spyware
- C. anti-virus software
- D. biometrics

Answer: C

QUESTION 746:

A network interface card (NIC) was recently installed in a workstation and the IP address returned was 169.254.3.21. This indicates that the system:

- A. is using a public IP address.
- B. needs the lmhost file configured to access the Internet.
- C. was unable to obtain a dynamic IP address.
- D. is ready to access the Internet.

Answer: C

QUESTION 747:

A technician should avoid wearing an anti-static wrist strap when:

- A. servicing AT power supplies.
- B. servicing ink jet printers.
- C. working with Internet cameras.
- D. working inside a monitor.

Answer: D

QUESTION 748:

In Windows 2000, the registry data files consist of:

- A. system.dat and user.dat.
- B. username.ini and user.ini.
- C. username.dat and system.dat.
- D. ntuser.ini and user.ini.

Answer: A

QUESTION 749:

A technician is attempting to set security permissions on a standalone Windows machine so that different users have different levels of access to specific files and folders. The technician right-clicks on a folder and selects properties to set the permissions, but there is no security tab. Which of the following is the MOST likely cause?

- A. The drive is not mounted.
- B. The files within the folder are encrypted.
- C. The file system is FAT32.
- D. The folder is compressed.

Answer: C

QUESTION 750:

The maximum theoretical speed of 802.11b is:

- A. 54 Mbps
- B. 32 Mbps
- C. 14.4 Mbps

D. 11 Mbps

Answer: D

QUESTION 751:

Which of the following should a technician do when performing preventative maintenance on a computer running Windows? (Select THREE).

- A. Delete cookies and temporary files.
- B. Run anti-virus software.
- C. Run SCANDISK and DEFRAG.
- D. Re-install application packages.
- E. Format and reload the operating system.
- F. Update the BIOS regularly.

Answer: A,B,C

QUESTION 752:

Which of the following BEST describes a Local Area Network (LAN)?

- A. Typically confined to a building
- B. Typically used in terminal communication
- C. Limited to a geographic area or city
- D. Limited to a campus area

Answer: A

QUESTION 753:

To prevent thermal damage to a laptop, which of the following should be done?

- A. Ensure proper air circulation underneath the laptop.
- B. Disable unneeded services from the Device Manager.
- C. Use the Power Options applet in Control Panel to turn off the hard disk.
- D. Configure Automatic Updates for the latest system patches.

Answer: A

QUESTION 754:

Which of the following is an example of bus slot architecture?

- A. SCSI
- B. RIMM

- C. AGP
- D. SATA

Answer: C

QUESTION 755:

Which of the following items are examples of preventative maintenance for a computer?
(Select TWO).

- A. Ensuring a proper environment.
- B. Upgrading the memory.
- C. Upgrading the processor.
- D. Driver / Firmware update.
- E. Visual inspection of the components.

Answer: D,E

QUESTION 756:

Which of the following is the number of pins in the connector end of a standard parallel printer cable?

- A. 25
- B. 15
- C. 9
- D. 12

Answer: A

QUESTION 757:

Which of the following would be the BEST location to place components removed from a computer that is being repaired?

- A. an anti-static mat to avoid damage from electrostatic discharge (ESD).
- B. a blanket to protect components from mechanical shock.
- C. a wooden shelf to avoid putting mechanical stress on the components.
- D. the bottom of the computer case for quick retrieval and re-installation.

Answer: A

QUESTION 758:

Which of the following file systems has integrated security?

- A. HPFS
- B. FAT32
- C. EFS
- D. CDFS

Answer: C

QUESTION 759:

Which of the following Windows utilities allows for the removal of unnecessary files?

- A. Scandisk
- B. Defragmenter
- C. MSCONFIG
- D. Disk Cleanup

Answer: D

QUESTION 760:

When operating a visual projector, which of the following is a primary reason to power down the unit properly before unplugging the unit from an outlet?

- A. The unit may cause a blown fuse.
- B. Residual heat may cause damage to the unit's internal components.
- C. The unit's circuitry may melt.
- D. Heat stress may cause the unit's fan to malfunction.

Answer: B

QUESTION 761:

Which of the following would be the correct method of disposing of old laptop batteries?

- A. Place the batteries in a plastic bag.
- B. Collect and send the batteries to a licensed recycler.
- C. Call a hazardous materials company for disposal of the batteries.
- D. Dispose of the batteries in any trash can.

Answer: B

QUESTION 762:

While working on a customers problem, the customer begins to talk about the technicians company versus a competitors company. Which of the following actions should the technician take?

- A. Discuss the services provided by the technicians company as well as the policies and assurances that the company abides by to satisfy all customers.
- B. Inform the customer about an article in an industry magazine that compares the technicians company to several competitors.
- C. Inform the customer of the technicians opinion about the companys strengths and weaknesses of the companys service in comparison to the competitors service.
- D. Discuss with the customer the services that the technicians company provides better than the competitor and the inadequacies of the competitor.

Answer: A

QUESTION 763:

Which of the following printers is typically faster and MOST efficient?

- A. laser
- B. thermal
- C. solid ink
- D. ink jet

Answer: A

QUESTION 764:

In distributing hazardous materials, which of the following is responsible for making Material Safety Data Sheets (MSDS) available to workers?

- A. employees
- B. employers
- C. manufacturers
- D. distributors

Answer: B

QUESTION 765:

In a computer running Windows 2000/XP that has no extended partitions on the disk, which of the following is the number of primary partitions that an operating system can contain?

- A. two
- B. four
- C. seven
- D. five

Answer: B

QUESTION 766:

When troubleshooting a network configuration problem, a PING comes back with 100% data loss. This may indicate that the address being PINGed is:

- A. a switch.
- B. a server.
- C. a desktop PC.
- D. not responding.

Answer: D

QUESTION 767:

Which of the following has to be installed on a laptop in order to use a compact flash storage device?

- A. USB 2.0 drivers
- B. USB 1.1 drivers
- C. an enhanced 1.44 floppy drive
- D. a multi-media card reader

Answer: D

QUESTION 768:

A local scanner will not scan. Which of the following actions should be taken FIRST?

- A. Replace all the cables.
- B. Verify that the scanner is powered on.
- C. Download all the latest drivers and software.
- D. Delete all the drivers and let Windows redetect the device.

Answer: B

QUESTION 769:

Which of the following computer configurations meets the minimum hardware requirements for installing Windows XP?

- A. 166Mhz Intel Pentium, 128MB ram, 2.0GB of free space, and SVGA with monitor capable of 800 x 600 resolution.
- B. AMD 133Mhz Overdrive, 64MB ram, 1.0GB of free space, and VGA with monitor

capable of 800 x 600 resolution.

C. 233Mhz Intel Celeron Processor, 64MB ram, 1.0GB of free space, and VGA with monitor capable of 800 x 600 resolution.

D. 233Mhz Intel Pentium II processor, 64MB ram, 1.5GB of free space, and SVGA with monitor capable of 800 x 600 resolution.

Answer: D

QUESTION 770:

Which of the following commands can be used to obtain the MAC address of a network card in Windows 2000/XP Professional?

A. IPCONFIG /RELEASE

B. IPCONFIG /RENEW

C. IPCONFIG

D. IPCONFIG /ALL

Answer: D

QUESTION 771:

While working on an application, a computer locks up and displays a blue screen. Which of the following actions should be taken?

A. Power the computer down and back up again.

B. Press Ctrl-Alt-Delete.

C. Let the computer finish the diagnostic cycle.

D. Press Ctrl-ESC.

Answer: A

QUESTION 772:

The file user.da0 is a:

A. corrupt registry file.

B. registry backup file.

C. duplicate registry file.

D. temporary registry file.

Answer: B

QUESTION 773:

Which of the following connectors is typically used to terminate a coaxial cable?

- A. BNC
- B. RJ-11
- C. Vampire Tap
- D. RJ-45

Answer: A

QUESTION 774:

Which of the following is used for digital transmission over twisted copper wire? (Select TWO).

- A. ISDN
- B. cable
- C. satellite
- D. DSL

Answer: A,D

QUESTION 775:

Which of the following items are used for backing up the entire operating system, including the system state data?

- A. Automated System Restore
- B. Full System Backup
- C. System Restore
- D. Recovery Console

Answer: A

QUESTION 776:

When placing fingers or hands inside an open computer, a technician should:

- A. stand on a carpeted surface.
- B. keep fingernails well trimmed.
- C. wear an anti-static wrist strap.
- D. wash the hands in soap and water.

Answer: C

QUESTION 777:

Which of the following is the approximate clock speed of RAM labeled DDR3200?

- A. 500MHz.
- B. 400MHz.
- C. 100MHz.
- D. 200MHz.

Answer: B

QUESTION 778:

Which of the following methods is used by ink jet printers to facilitate the spraying of ink onto the paper?

- A. striking
- B. non-continuous
- C. thermal
- D. fixed aperture

Answer: C

QUESTION 779:

When running Windows, which of the following is a reason to adjust the power scheme to turn off the power to the monitor and hard drive in a laptop?

- A. To conserve the laptops battery power.
- B. To extend the laptops life.
- C. To decrease noise from the hard drive.
- D. To help decrease the temperature in the room.

Answer: A

QUESTION 780:

A customer purchased a new Windows computer. They want to ensure that the computer is always protected from security threats. Which of the following are the BEST solutions for the customer to maintain security on the operating system? (Select TWO).

- A. Run disk defragmenter weekly
- B. Turn off all services in MSCONFIG
- C. Turn on automatic updates
- D. Start the computer in safe mode
- E. Install antivirus software

Answer: C,E

QUESTION 781:

Which of the following are used for authenticating users on a wireless network?

- A. biometric scanner
- B. WPA
- C. WEP
- D. firewall

Answer: B

QUESTION 782:

To ensure bidirectional communications with a printer connected to a parallel port, the cable should be labeled:

- A. Underwriters Laboratory (UL) approved.
- B. IEEE 802.11x compatible.
- C. IEEE 1394 compatible.
- D. IEEE 1284 compliant.

Answer: D

QUESTION 783:

Which of the following modes describes an IEEE 802.11g network using no access points?

- A. MAC filter
- B. infrastructure
- C. WEP
- D. ad hoc

Answer: D

QUESTION 784:

An operating system will not boot normally and a technician wants to attempt to correct the problem by installing updated drivers that are on a network share. The technician should boot the system:

- A. into Safe Mode with Networking and install the drivers from the network share.
- B. into Safe Mode and install the drivers from a USB device that contains the drivers.
- C. normally and install the drivers from the network share.
- D. into Safe Mode with Command prompt and install the drivers from a USB device that contains the drivers.

Answer: A

QUESTION 785:

A workstation should be locked when: (Select TWO).

- A. there are other co-workers in the area.
- B. a user leaves the work area.
- C. a user is talking on the telephone.
- D. leaving for lunch or at the end of the day.

Answer: B,D

QUESTION 786:

Which of the following is required to install Windows XP? (Select TWO).

- A. 233Mhz or faster processor
- B. USB 1.0 or higher
- C. 10GB or more free hard drive space
- D. 100Mb or faster network interface
- E. SVGA or better video graphics

Answer: A,E

QUESTION 787:

Which of the following is a boot loader program? (Select THREE).

- A. NTLDR
- B. Korn Shell
- C. C Shell
- D. LILO
- E. GRUB

Answer: A,D,E

QUESTION 788:

Which of the following would be the BEST packaging option when shipping a laptop?

- A. A heavy cardboard box and crumpled newspaper.
- B. In the laptop carrying case.
- C. In a hard case with internal padding.
- D. Using large pieces of Styrofoam.

Answer: C

QUESTION 789:

The IP address 192.168.0.254 is an example of which of the following types of addresses?

- A. private
- B. broadcast
- C. public
- D. multicast

Answer: A

QUESTION 790:

In a small office, users cannot access the Internet through the DSL router but can connect when attached to the DSL modem. Which of the following is MOST likely the problem?

- A. The router is disabled in the BIOS.
- B. The router needs to be reset.
- C. The router is defective.
- D. The cable between the router and the modem is defective.

Answer: B

QUESTION 791:

NTFS should be used for Windows XP rather than FAT32 because NTFS: (Select TWO).

- A. allows for faster hard drive access.
- B. gives a user more useable hard drive space.
- C. allows Windows XP to use all available security features.
- D. ensures full compatibility with new software.
- E. ensured that all users networked to a computer can read files.

Answer: B,C

QUESTION 792:

Which of the following must be configured on a workstation before the workstation can communicate beyond its local segment?

- A. gateway
- B. duplex settings

- C. primary DNS servers
- D. link speed

Answer: A

QUESTION 793:

When a user is typing on a laptop the cursor sometimes moves on its own. Which of the following is MOST likely the cause?

- A. The user is brushing the touch pad while typing.
- B. The mouse driver needs to be updated.
- C. The keyboard driver needs to be updated.
- D. There are conflicting serial ports.

Answer: A

QUESTION 794:

A laptop powers on but nothing is displayed on the LCD screen. Which of the following could be the problem?

- A. wireless network connection interfering with LCD
- B. malfunctioning keyboard
- C. LCD cut off switch
- D. dead battery

Answer: C

QUESTION 795:

If an external monitor is attached to a laptop and it does not work, which of the following actions should a technician take FIRST?

- A. Use the function key to activate the monitor.
- B. Open and close the cover.
- C. Re-install the operating system.
- D. Install new software for the keyboard.

Answer: A

QUESTION 796:

A mechanism used to deliver advertisements beyond a normal Web page is:

- A. Windows 2000.

- B. Mozilla Firefox.
- C. Adware.
- D. a Zone Alarm.

Answer: C

QUESTION 797:

Where would a technician find a hazard list for servicing a CRT?

- A. Warranty documentation
- B. Parts manual
- C. Maintenance manual
- D. Quick setup guide

Answer: C

QUESTION 798:

If a fan in a computer or power supply stops running, the MOST likely cause would be:

- A. an oil leak.
- B. dust.
- C. thermal heat.
- D. static electricity.

Answer: B

QUESTION 799:

Which of the following would be the FIRST step to take when troubleshooting an operating system problem?

- A. Establish when the problem started and whether any changes have recently been made to the system.
- B. Delete all temporary files and do a thorough cleanup and defragmentation of the system.
- C. Perform a System Restore and reboot the system and check whether the problem returns.
- D. Restart the system in safe mode and check whether the problem occurs again.

Answer: A

QUESTION 800:

A technician is adding a new printer that supports USB but does not support network

connectivity. The printer will be placed in a remote corner of a building and there is no computer available to attach the printer to. Which of the following would be the BEST solution?

- A. Run a long USB cable to the closest computer.
- B. Purchase an additional computer.
- C. Install a RJ-11 cable to connect to the printer.
- D. Install a print server.

Answer: D

QUESTION 801:

A technician is replacing a device in a computer but having a difficult time holding the screws in place to attach the component onto the system case. Which of the following tools can the technician use to hold the screws in place?

- A. three-claw part holder
- B. magnetic screwdriver
- C. pliers
- D. magnetic needle-nose pliers

Answer: A

QUESTION 802:

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

- A. FTP
- B. Ethernet
- C. Peer-to-Peer Mode
- D. Hyper terminal

Answer: C

QUESTION 803:

Which of the following is an example of a flash memory storage device?

- A. USB thumb drive
- B. floppy drive
- C. hard drive
- D. CD-ROM

Answer: A

QUESTION 804:

A client wants to connect a video camera to a personal computer to archive and manipulate the video. Which of the following adaptors will MOST likely be needed?

- A. Firewire
- B. parallel
- C. SCSI
- D. Bluetooth

Answer: A

QUESTION 805:

When adding memory to a computer, which of the following should be considered?

- A. CPU speed
- B. IRQ
- C. DMA
- D. RAM Speed

Answer: D

QUESTION 806:

A network interface card (NIC) device driver was installed on a Windows workstation that prevents the operating system from loading successfully. Which of the following would be the BEST method to restore system operation?

- A. Boot into Safe Mode with Networking.
- B. Boot into Safe Mode with Command Prompt.
- C. Boot using the Last Known Good Configuration.
- D. Boot into Safe Mode.

Answer: C

QUESTION 807:

A user has purchased a new 60GB hard drive. Which of the following would be the MOST secure file system to install on the hard drive?

- A. CDFS
- B. FAT32
- C. FAT16
- D. NTFS

Answer: D

QUESTION 808:

Which of the following printers requires the use of specially coated paper?

- A. thermal
- B. impact
- C. ink jet
- D. laser

Answer: A

QUESTION 809:

Which of the following is MOST likely to be used by a large company for data backup storage?

- A. floppy drive
- B. tape drive
- C. DVD-R drive
- D. USB flash drive

Answer: B

QUESTION 810:

A technician is assisting a user on the telephone and directs the user to a troubleshooting website. The user becomes angry and states that the user could have performed that action alone. Which of the following actions should the technician take?

- A. Tell the user that the technician will transfer the user to another technician.
- B. Tell the user that the technician cannot help if the user is not willing to participate.
- C. Ask whether the user would like to call back when the user is calm.
- D. Ask the user about the specific difficulties, listen and attempt to help the user.

Answer: D

QUESTION 811:

Which of the following is the fastest method to transfer data wirelessly?

- A. standard infrared
- B. 802.11
- C. Bluetooth

D. General Packet Radio System (GPRS)

Answer: B

QUESTION 812:

Which of the following is typically the default login name for a wireless home router?

- A. administrator
- B. visitor
- C. router
- D. user

Answer: A

QUESTION 813:

A technician receives a service telephone call and immediately has ideas about resolving the problem. The customer feels strongly about providing additional information. Which of the following actions should the technician take?

- A. Tell the customer that the technician appreciates the information provided but the technician needs to focus on the issue.
- B. Tell the customer that the technician does not need assistance in resolving the problem.
- C. Inform the customer that the technician has all the information needed to resolve their problem.
- D. After the customer provides the information, restate the information back to the customer.

Answer: D

QUESTION 814:

Which of the following describes the amount of information that a user can store?

- A. Disk Management
- B. Disk Striping
- C. Disk Quota
- D. Disk Mirroring

Answer: C

QUESTION 815:

A user is reporting that each time the computer is started a chat program begins and the

user has to turn the chat program off. Which of the following can be used to disable the program from starting when Windows starts up?

- A. MSCONFIG
- B. Task Manager
- C. IPCONFIG
- D. WINIPCFG

Answer: A

QUESTION 816:

Which of the following BEST describes the MAC address?

- A. The DHCP address assigned to a NIC.
- B. The physical address of a NIC.
- C. The static address assigned to a network interface card (NIC).
- D. The address assigned to the motherboard.

Answer: B

QUESTION 817:

When trying to maximize battery runtime on a laptop, which of the following would be MOST beneficial? (Select TWO).

- A. Configuring power management features.
- B. Connecting more external devices.
- C. Minimizing keyboard usage.
- D. Storing the laptop in a cool environment.
- E. Adjusting the display brightness.

Answer: A,E

QUESTION 818:

Which of the following are other terms for the computer monitor? (Select TWO).

- A. GUI
- B. TFT
- C. VDU
- D. VGU
- E. VGA

Answer: C,E

QUESTION 819:

Many Windows security issues can be resolved by:

- A. assigning a static IP address.
- B. running Windows Update.
- C. performing a complete system backup.
- D. defragmenting the file system.

Answer: B

QUESTION 820:

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.
- B. Replace the battery by purchasing a new battery from the manufacturer.
- C. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- D. Stop using the battery and use alternating current (AC) power for the laptop.

Answer: B

QUESTION 821:

WEP is a form of:

- A. wireless card.
- B. smart card.
- C. network cable.
- D. encryption.

Answer: D

QUESTION 822:

Which of the following features can be disabled to increase a computers performance?

- A. DNS Client
- B. Fast User Switching
- C. WINS Services
- D. Plug and Play

Answer: B

QUESTION 823:

The Windows Security Center, included with Service Pack 2 for Windows XP, helps a user by:

- A. alerting the user to outdated spyware protection.
- B. preventing children from viewing questionable content online.
- C. preventing popups from occurring when using the browser.
- D. alerting the user to outdated virus protection.

Answer: D

QUESTION 824:

A new computer user has a personal inkjet printer on their desk and wants to be able to print some web pages in landscape mode. They are trying to insert the paper sideways and can not get it to fit, so they have called a technician. Which of the following should the technician do?

- A. Install the correct paper tray.
- B. Explain the display is WYSIWYG, the orientation can not be changed.
- C. Check the printer preferences for the paper orientation.
- D. Confirm the printer can print landscape by printing a test page.

Answer: C

QUESTION 825:

A technicians company has procedures that are used when building computers. The technician does not agree with the procedures. Which of the following actions should the technician take?

- A. Build the computers the way the technician thinks is best.
- B. Follow documented processes and discuss concerns with the supervisor.
- C. Revise the pages in the companys procedure manual.
- D. Encourage other technicians to build computers according to the technicians methods.

Answer: B

QUESTION 826:

Which of the following procedures should be used when troubleshooting a computer running Windows XP? (Select TWO).

- A. Format and reload operating system.
- B. Reboot to VGA mode.

- C. Boot to safe mode.
- D. Return to a restore point.
- E. Boot to external hard drive.

Answer: C,D

QUESTION 827:

A user reports that the computer worked yesterday but the user is unable to log on today.
A technician should FIRST ask the user about:

- A. the results of the most recent virus scan.
- B. network resources that have been accessed recently.
- C. any recent changes made to the computer.
- D. the typical usage of the computer.

Answer: C

QUESTION 828:

Which of the following is the fastest method used to transfer video data?

- A. IDE cable
- B. parallel cable
- C. Firewire
- D. wireless card

Answer: C

QUESTION 829:

Which of the following is the recommended preventive maintenance for a laser printer?

- A. Remove the loose toner with a micron filtered vacuum then using a toner cloth wipe the remaining toner particles.
- B. Remove the printer cover; blow out the toner with the mouth then use a paper towel to remove the excess toner.
- C. Blow the loose toner out of the printer with a domestic vacuum cleaner then use a damp cloth with isopropyl alcohol to wipe the remaining toner particles.
- D. Remove the printer cover; blow out the toner excess with compressed air and clean the area with acetone.

Answer: A

QUESTION 830:

In Windows XP, which of the following provides file and folder level encryption?

- A. DNS
- B. DFS
- C. EFS
- D. WEP

Answer: C

QUESTION 831:

A technician installs a new CPU on a motherboard. When the computer is turned on, the CPU overheats and shuts down. Which of the following is the MOST likely cause?

- A. The RAM is not properly seated.
- B. The heatsink fan is not plugged in.
- C. The power supply is faulty.
- D. The new CPU is not compatible with the motherboard.

Answer: B

QUESTION 832:

Which of the following can be used to determine a computers boot sequence?

- A. Computer Management Console
- B. Services Console
- C. Systems Properties Console
- D. BIOS settings

Answer: D

QUESTION 833:

In Windows 2000 Professional, which of the following can be used to get to the Event Viewer?

- A. Start > Programs > Accessories > System Tools > Management Console > Event Viewer
- B. Start > Settings > Control Panel > System Tools > System Management > Event Viewer
- C. Start > Programs > Administrative Tools > Event Viewer
- D. Start > My Computer > Manage > System Information > Event Viewer

Answer: C

QUESTION 834:

If the BIOS detects a video adapter failure on a desktop computer during POST, a technician will be notified by:

- A. a flashing NumLock key on the keyboard.
- B. a beep code.
- C. an on-screen error message.
- D. an entry in the log file.

Answer: B

QUESTION 835:

Without changing the wireless password, which of the following is the MOST logical solution to limit the wireless access to unauthorized users?

- A. MAC Filtering
- B. Turn off DHCP
- C. Change the SSID
- D. Update the router firmware

Answer: A

QUESTION 836:

A laser printer is installed on a network and the correct drivers are installed on the print server. When using the Print Setup Wizard, which of the following do the users need to install the printer on their computers?

- A. The server name and printer name.
- B. A CD-ROM containing all the print drivers.
- C. A CD-ROM containing the print spooler service.
- D. The serial number and model of the printer.

Answer: A

QUESTION 837:

Which of the following phases in the start up process performs the initial hardware check?

- A. AUTOEXEC.BAT

- B. WIN.INI
- C. NTLDR
- D. POST

Answer: D

QUESTION 838:

Which of the following is a method of securing data that requires the user to authenticate using a part of their body?

- A. biometrics
- B. Kerberos
- C. strong password
- D. smart card

Answer: A

QUESTION 839:

Which of the following would be a security measure that all users should implement when leaving the workstation?

- A. Turn off the monitor.
- B. Unplug the keyboard.
- C. Power down the workstation.
- D. Lock the workstation.

Answer: D

QUESTION 840:

When securing a wireless access point, which of the following should be disabled?

- A. DNS
- B. the GUI
- C. MAC filtering
- D. the SSID

Answer: D

QUESTION 841:

Which of the following types of backups require that a normal back up be accomplished first? (Select TWO).

- A. incremental
- B. copy
- C. daily
- D. differential
- E. full

Answer: A,D

QUESTION 842:

When installing a second hard drive for storage on the same channel, which of the following are the proper jumper settings?

- A. First hard drive Slave, Second hard drive Master
- B. First hard drive Master, Second hard drive Slave
- C. Second hard drive Master, First hard drive Master
- D. Second hard drive Slave, First hard drive Slave

Answer: B

QUESTION 843:

Which of the following will be functional if it is plugged into a computer while the computer is running?

- A. AGP video card
- B. IDE hard drive
- C. USB mouse
- D. PS/2 keyboard

Answer: C

QUESTION 844:

A small office/home office (SOHO) is considering upgrading to Windows XP. Which of the following security features are included in Windows XP Professional and not included with Windows XP Home? (Select TWO).

- A. Domain account support
- B. Allowing up to 5 users to access shared files
- C. Windows Firewall
- D. Windows Defender
- E. Encrypted File System

Answer: A,E

QUESTION 845:

Which of the following actions should be taken when a user cannot select the desired refresh rate on a CRT monitor? (Select TWO).

- A. Change the monitor settings in Device Manager.
- B. Verify that the manufacturer's card and monitor are properly identified in Windows.
- C. Connect the CRT monitor using a DVI connection.
- D. Obtain updated drivers for the card and monitor.
- E. Connect a projector to the computer.

Answer: B,D

QUESTION 846:

A recent system change causes a workstation to flash a bluescreen and reboot before the error message can be read. After restarting in Safe Mode, which of the following system utilities will allow the logged error to be read?

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

Answer: A

QUESTION 847:

Which of the following troubleshooting techniques should be implemented FIRST?

- A. Perform a System Restore.
- B. Reload the operating system.
- C. Delete a users profile from Documents and Settings.
- D. Ask questions to understand what was happening when a problem occurred.

Answer: D

QUESTION 848:

Which of the following options are available from the Windows Advanced Options menu? (Select THREE).

- A. Directory Services Restore Mode
- B. Debugging Mode with Command Prompt Only
- C. SVGA Mode
- D. Safe Mode with Networking

- E. Last Known Good Configuration
- F. Press F8 for advanced startup options

Answer: A,D,E

QUESTION 849:

On which of the following devices would a technician install an operating system?

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

Answer: D

QUESTION 850:

The technology used to monitor hard drives for potential failure is called:

- A. UDMA.
- B. PIO.
- C. SMART.
- D. ATA1.

Answer: C

QUESTION 851:

After formatting, the data capacity of a high-density floppy disk is:

- A. 720KB.
- B. 2.0MB.
- C. 2.88MB.
- D. 1.44MB.

Answer: D

QUESTION 852:

Which of the following accounts are disabled by default after installing Windows XP?

- A. Guest
- B. Administrator
- C. User
- D. Print Operator

Answer: A

QUESTION 853:

Which of the following are required to configure a Windows PC to connect to the Internet? (Select TWO).

- A. Client for Microsoft network
- B. File and printer sharing
- C. Appletalk Protocol
- D. TCP/IP Protocol
- E. NetBIOS

Answer: A,D

QUESTION 854:

Wearing an anti-static wrist strap prevents:

- A. your hands from burn injury.
- B. damage to computer components.
- C. degaussing of the hard drive.
- D. electrical shock.

Answer: B

QUESTION 855:

A technician installed a new sound card in a Windows computer. After a reboot of the system, the device fails to work. A yellow exclamation point is found next to the device in the device manager. Which of the following explains the problem?

- A. There is a resource conflict
- B. The sound card is a legacy device
- C. There is another sound card already installed
- D. The sound card volume is set to mute

Answer: A

QUESTION 856:

Which of the following describes an input device?

- A. mouse
- B. monitor

- C. speakers
- D. printer

Answer: A

QUESTION 857:

Which of the following media types can be erased and rewritten over several times?

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

Answer: C

QUESTION 858:

Which of the following actions should be taken to correctly dispose of computer equipment? (Select TWO).

- A. Check with local nonprofit organizations interested in using the equipment.
- B. Sell the computer as new to a student to make additional income.
- C. Disassemble the computer and re-use the parts that are good.
- D. Place the components in separate trash cans.

Answer: A,C

QUESTION 859:

Which of the following types of power supply typically comes with a pass-through power connector intended to power a monitor?

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

Answer: B

QUESTION 860:

Once a technician installs a new hard drive in a computer, which of the following would be the next step to allow the operating system to utilize the new drive?

- A. Call the computer's manufacturer.

- B. Copy files to the hard drive.
- C. Partition and format the hard drive.
- D. Reboot the computer.

Answer: C

QUESTION 861:

A user is requesting a black toner cartridge for a printer. Which of the following types of printers uses black toner cartridge?

- A. laser
- B. dot matrix
- C. ink jet
- D. thermal

Answer: A

QUESTION 862:

All of the following are startup modes for services EXCEPT:

- A. manual.
- B. disabled.
- C. system.
- D. automatic.

Answer: C

QUESTION 863:

A user has purchased a wireless router for a home network. Which of the following should the user do FIRST?

- A. Change the default administrator name and password.
- B. Disable all wireless connections.
- C. Assign the router a static IP address.
- D. Install a firewall on the router.

Answer: A

QUESTION 864:

Which of the following measures would prevent computer slowdown when used periodically?

- A. System Restore
- B. Disk Defragmentation
- C. Disk Management
- D. Scandisk

Answer: B

QUESTION 865:

Which of the following IP addresses is reserved for testing the TCP/IP on a local host?

- A. 10.0.0.1
- B. 192.168.0.1
- C. 127.0.0.1
- D. 172.16.0.1

Answer: C

QUESTION 866:

Which of the following BEST describes Windows XP Standby mode?

- A. Copies an image of whatever is in memory at the moment to a file on the disk and if the computer loses power, data will be saved.
- B. Copies an image of whatever is in memory at the moment to a file on the disk and if the computer loses power, data will be lost.
- C. Keeps the contents of memory intact by providing a tiny amount of power to the system and if the computer loses power, data will be lost.
- D. Keeps the contents of memory intact by providing a tiny amount of power to the system and if the computer loses power, data will be saved.

Answer: C

QUESTION 867:

Which of the following is the maximum NTFS volume size?

- A. 64 Terabytes
- B. 160 Terabytes
- C. 128 Terabytes
- D. 256 Terabytes

Answer: D

QUESTION 868:

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

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

Answer: B

QUESTION 869:

A user wants to upgrade from Windows 2000 Professional. Which of the following versions of Windows can be used?

- A. ME
- B. XP Home
- C. NT
- D. XP Professional

Answer: D

QUESTION 870:

Windows XP is being installed from a CD onto a computer that has no operating system. Which of the following installation methods would MOST likely be used?

- A. Attended
- B. Multiboot
- C. Network
- D. Automated

Answer: A

QUESTION 871:

Which of the following cable types will allow the longest distance without using a repeater?

- A. CAT6 UTP
- B. UTP
- C. multi mode fiber
- D. single mode fiber

Answer: D

QUESTION 872:

A technician is connecting a computer system to a high-definition LCD television. Which of the following connections should be used to achieve the BEST display quality?

- A. Composite Video
- B. S-Video
- C. USB
- D. DVI

Answer: D

QUESTION 873:

Which of the following network utilities can be used to confirm that a computer can reach the default gateway IP address?

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

Answer: A

QUESTION 874:

A company has only wireless networks. Which of the following technologies is likely to be used?

- A. RJ-45
- B. RS-232
- C. 802.3
- D. 802.11

Answer: D

QUESTION 875:

Detailed information from a manufacturer about the physical and chemical properties of a substance and the hazards and precautions for safe handling and use is contained in:

- A. a Toxicology Report.
- B. a Hazardous Materials (HAZMAT) Bulletin.
- C. a Material Safety Data Sheet (MSDS).
- D. an OSHA 12-354 Bulletin.

Answer: C

QUESTION 876:

Which of the following paths would be used to determine whether a computer has a static or dynamic IP address?

- A. Right click My Network Places > Properties > Advanced > Network Identification.
- B. Start > Run > Command line > type WINIPCFG
- C. Right click My Network Places > Properties > Right Click your connection > Properties
- D. Start > Run > Command line > type WINIPCFG

Answer: C

QUESTION 877:

Which of the following methods used to cool a CPU provides the greatest temperature drop, while emitting the LEAST amount of sound?

- A. 80mm fan
- B. 120mm fan
- C. Water cooling
- D. Heatsink cooling

Answer: C

QUESTION 878:

A WiFi user notices that the signal strength indicator decreases when a microwave oven is in use. Which of the following may be the cause?

- A. People using the microwave oven walk through the radio frequency beams from the WiFi access point.
- B. The microwave oven is leaking radio frequency at a frequency similar to that of the WiFi access point.
- C. The microwave oven is drawing too much power and decreasing the power available for the WiFi access point.
- D. The microwave oven has radio frequency shielding which blocks the signals from the WiFi access point.

Answer: B

QUESTION 879:

Which of the following are valid data transfer media? (Select THREE).

- A. Bluetooth
- B. IPCONFIG
- C. Infrared
- D. Telnet
- E. PING
- F. IEEE 1394/Firewire

Answer: A,C,F

QUESTION 880:

A technician is working on a customer computer that has been overheating. Upon examination, the technician notices that the fan guards are covered in dust. Which of the following is the BEST way for the technician to handle this issue?

- A. Collect the dust off of the computer and place it on the desk for the customer to see.
- B. Remove the dust and explain the need to keep the computer free of dust.
- C. Replace the fans and guards; inform the customer that the problem has been fixed.
- D. Inform the customer that the room has to be kept cleaner than it is now for the computer to work.

Answer: B

QUESTION 881:

Which of the following network cabling standards is LEAST susceptible to electromagnetic interference (EMI)?

- A. CAT5/5e
- B. fiber optic
- C. CAT3
- D. CAT6

Answer: B

QUESTION 882:

Which of the following would be the correct method of disposing of a CRT?

- A. Placing the CRT in a dumpster.
- B. Sending the CRT to a licensed recycler.
- C. Dismantling the CRT and using the parts.
- D. Selling the CRT on an online auction site.

Answer: B

QUESTION 883:

Which of the following files installs itself on computers without notification and gathers data about user activity?

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

Answer: C

QUESTION 884:

Which of the following would be the BEST source for the most recent printer drivers?

- A. The driver that loads automatically when the printer is plugged in.
- B. The printer manufacturers website.
- C. The original driver disk included with the printer.
- D. The driver recommended by Windows update.

Answer: B

QUESTION 885:

Which of the following applications in Windows XP would be used to ensure that a deleted file cannot be restored?

- A. Disk Cleanup
- B. Disk Defragmenter
- C. System Restore
- D. Recycle Bin

Answer: D

QUESTION 886:

Which of the following formats is a read-only disc that stores interactive media, data, audio, and video?

- A. DVD-RW
- B. CD-RW
- C. DVD-RAM

D. DVD-ROM

Answer: D

QUESTION 887:

Which of the following tools are available for use from the Recovery Console in Windows XP? (Select THREE).

- A. SCANDISK
- B. UNFORMAT
- C. FIXMBR
- D. DISKPART
- E. FIXBOOT
- F. FDISK

Answer: C,D,E

QUESTION 888:

A computer that was previously functioning is now unable to connect to the domain. Which of the following is MOST likely the cause?

- A. The System Board needs replacing.
- B. The EIDE Cable is unplugged.
- C. The motherboard is not supplying enough power to the network interface card (NIC).
- D. The Ethernet Cable has become unplugged.

Answer: D

QUESTION 889:

Which of the following classes of fire extinguisher should be used for a fire in a computers power supply?

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

Answer: D

QUESTION 890:

A technician is adding a workstation beyond the reach of standard Ethernet cable. Which of the following will be LEAST expensive to implement?

- A. Configure a remote access service (RAS) then use a dial-up modem to access the network.
- B. Patch two Ethernet cables together with a repeater.
- C. Deploy a fiber cable connection to the new location.
- D. Install and configure a wireless network.

Answer: B

QUESTION 891:

A user has received a new USB printer and has a USB-powered hub on the computer with three other devices connected to the hub. When a technician attempts to install the new printer, the printer cannot be found. Which of the following is MOST likely the cause?

- A. There is insufficient power to the hub.
- B. The printer is defective.
- C. The printer is USB 1.1 compatible instead of 2.0.
- D. The printer does not have the correct print driver.

Answer: A

QUESTION 892:

A technician overhears a co-worker giving potentially damaging advice to a customer over the telephone. The technician should:

- A. interrupt the conversation and give the customer the correct advice.
- B. ask the co-worker to place the customer on hold and inform the co-worker of the correct information.
- C. allow the customer to act on the information given so that the customer and co-worker will learn from the experience.
- D. interrupt the conversation and tell the customer that the customer is receiving incorrect advice.

Answer: B

QUESTION 893:

Which of the following paths can be used to check whether a printer is assigned to the correct port?

- A. Start > Settings > Printer and Faxes > right click printer > Properties > Ports
- B. Start > Settings > Printer and Faxes > right click printer > Properties > About
- C. Start > Settings > Printer and Faxes > right click printer > Properties > General

D. Start > Settings > Printer and Faxes > right click printer > Properties > Advanced

Answer: A

QUESTION 894:

A technician is changing the toner cartridge on a copy machine when the toner spills on the technicians arms, hands, and clothing. Which of the following actions should the technician take?

- A. Call emergency medical services and seek emergency treatment for the exposure.
- B. Follow the procedures on the appropriate MSDS for cleaning up the spill.
- C. Notify the supervisor and follow up with a physician.
- D. Finish changing the toner and wipe the toner from the body.

Answer: B

QUESTION 895:

Which of the following utilities can be used to prevent items from starting during a Windows boot?

- A. REGEDIT32
- B. ATTRIB
- C. MSCONFIG
- D. REGEDIT

Answer: C

QUESTION 896:

Which of the following is a type of authentication technology? (Select TWO).

- A. biometrics
- B. adware
- C. computer lock
- D. smart cards
- E. username

Answer: A,D

QUESTION 897:

The toggle switch marked 120/240V on the back of most system cases is used for:

- A. switching between electrical outlets in different countries.

- B. peripherals that may drain power from the system.
- C. assistance in troubleshooting power supply failures.
- D. users who play games and will be overclocking the system.

Answer: A

QUESTION 898:

After installing a new video card, Windows fails to load. Which of the following would be the FIRST step to take when troubleshooting the issue?

- A. Press F8 while rebooting and enable VGA mode then reinstall the video card driver.
- B. Replace the monitor.
- C. Use the Recovery disk to reformat the system then reinstall the video card driver.
- D. Reseat the video card.

Answer: A

QUESTION 899:

For a wired network connection using Windows XP, on the Status tab of the Network Connection page, which of the following should be used to refresh or obtain an IP address?

- A. Connect
- B. Repair
- C. Refresh
- D. Renew

Answer: B

QUESTION 900:

An external hard drive should be connected to which of the following?

- A. USB
- B. IEEE 1284
- C. serial
- D. EIDE

Answer: A

QUESTION 901:

While pointing out features to a user on the users screen a technician gets fingerprints on the screen. Which of the following actions should the technician take?

- A. Tell the user where the monitor cleaning equipment is located.
- B. Clean the screen when finished helping the user.
- C. Assume the user will clean the screen and leave.
- D. Initiate a work order to have the users equipment cleaned.

Answer: B

QUESTION 902:

IEEE 1284 is a standard for:

- A. wireless networks.
- B. wired networks.
- C. infrared communication.
- D. parallel communication.

Answer: D

QUESTION 903:

Which of the following are considered plug and play technologies in a laptop?

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

Answer: B

QUESTION 904:

The transference of images onto paper by using pins is characteristic of which of the following types of printers?

- A. dot matrix
- B. thermal
- C. solid ink
- D. laser

Answer: A

QUESTION 905:

To verify that the keyboard is at fault when there are multiple keys on a laptop keyboard that do not function, which of the following steps should a technician take FIRST?

- A. Replace the keyboard in the laptop.
- B. Disassemble the laptop and look for signs of damage to the keyboard.
- C. Plug in an external keyboard and test the external keyboard.
- D. Verify that the keyboard is enabled in BIOS.

Answer: C

QUESTION 906:

To back up only files that have been modified since the last backup was performed, which of the following should be performed?

- A. A differential backup.
- B. A normal backup.
- C. A copy backup.
- D. An incremental backup.

Answer: D

QUESTION 907:

A short-range, radio-based communications system suitable for linking accessories to a computer would be:

- A. VoIP.
- B. IrDA.
- C. WEP.
- D. Bluetooth.

Answer: D

QUESTION 908:

A wireless network program shows that there is a wireless connection available but there is no SSID associated in the wireless settings. The MOST likely cause is that the wireless:

- A. router is putting out an invalid connection.
- B. connection is set to no broadcast.
- C. connection is encrypted.
- D. card is disabled in the Device Manager.

Answer: B

QUESTION 909:

During POST, the BIOS checks for correct operation of:

- A. memory.
- B. mouse.
- C. monitor.
- D. scanner.

Answer: A

QUESTION 910:

Before Installing Windows XP Professional on a computer, which of the following must be verified?

- A. The computer has a 32X or greater speed CD-ROM drive.
- B. The computer is capable of displaying 640 X 480 resolution.
- C. There is at least one GB of installation space on the volume.
- D. There is at least 64 megabytes of RAM.

Answer: D

QUESTION 911:

The error 'invalid boot disk' means:

- A. the BIOS settings are incorrect.
- B. the computer was unable to make temporary space for the boot process.
- C. the computer was unable to find the information needed to start the boot process.
- D. there is no floppy disk in the drive.

Answer: C

QUESTION 912:

A user is complaining that their computer is slow. A technician wishes to run a utility to see if a single program is using up most of the CPU time. Which of the following utilities could the technician run?

- A. System Properties
- B. Task Manager
- C. Device Manager
- D. Windows Explorer

Answer: B

QUESTION 913:

A user has a computer running Windows XP and is experiencing software-related errors after installing an incompatible program. Which of the following actions should the technician take?

- A. Use System Restore.
- B. Run a Diagnostic Program.
- C. Use the Recovery Console.
- D. Run the System File Checker.

Answer: A

QUESTION 914:

Which of the following commands could be used to start the Management Console on a workstation running Windows 2000/XP?

- A. Start > Run > MCP
- B. Start > Run > MMC
- C. Start > Run > MCE
- D. Start > Run > MCA

Answer: B

QUESTION 915:

A user can no longer access some files on the hard drive. Which of the following actions should be taken to resolve this problem?

- A. Format and completely reload the computer.
- B. Verify file permissions on the hard drive.
- C. Delete and re-create the user.
- D. Reboot the computer and log back on.

Answer: B

QUESTION 916:

Which of the following types of Internet connections has a line-of-sight requirement?

- A. Wireless
- B. Satellite
- C. ISDN
- D. Cellular

Answer: B

QUESTION 917:

All of the following are file or folder permissions EXCEPT:

- A. Write.
- B. Read.
- C. Modify.
- D. Copy.

Answer: D

QUESTION 918:

In Windows XP Professional, which of the following are types of IP address assignment methods? (Select TWO).

- A. Internet Protocol Configuration
- B. DNS
- C. IPCONFIG
- D. DHCP
- E. APIPA

Answer: D,E

QUESTION 919:

Which of the following actions should be taken to keep compatibility issues to a minimum prior to a Windows XP upgrade?

- A. Insert the Windows XP media CD, click on Check System for Unsigned Drivers from the menu, then click on Check Drivers Automatically.
- B. Insert the Windows XP media CD, click on Verify System Integrity from the menu, then click on Check for Compatibility and Install Windows XP.
- C. Insert the Windows XP media CD, click on Check System Compatibility from the menu, then click on Check My System Automatically.
- D. Insert the Windows XP media CD, click on Verify System for Compatibility from the menu, then click on Check My PC for Updates.

Answer: C

QUESTION 920:

Which of the following would be the correct method of disposing of batteries?

- A. Wrap the batteries in aluminum foil before disposal.
- B. Check local regulations for procedures.
- C. Wash the batteries before disposal.
- D. Short out both the positive and negative leads.

Answer: B

QUESTION 921:

Which of the following are the BEST materials to use when cleaning a CRT?

- A. A high quality paper towel dipped in distilled water
- B. Any kind of cleaning solution for the home use
- C. A commercial glass cleaner that is ammonia based and paper towels
- D. A commercial glass cleaner that is alcohol based and a soft cloth

Answer: D

QUESTION 922:

Which of the following is MOST likely to be used by a laptop?

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

Answer: D

QUESTION 923:

Which of the following connections are found on video cards? (Select TWO).

- A. RS-232
- B. DVI
- C. 15-pin D-shell
- D. DB-25
- E. RJ-45

Answer: B,C

QUESTION 924:

When using a computer for extended periods of time, it is recommended to:

- A. look away from the monitor periodically.
- B. check the cabling for possible loose connections.
- C. overwrite the cache file.
- D. restart the computer regularly.

Answer: A

QUESTION 925:

Which of the following are important Microsoft update packages? (Select TWO).

- A. Critical Updates
- B. Application Snap-ins
- C. Service Packs
- D. Product Upgrades
- E. Hardware Upgrades

Answer: A,C

QUESTION 926:

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Notify all users.
- B. Close all open files.
- C. Defragment the computer's hard drive.
- D. Remove share privileges.

Answer: A

QUESTION 927:

When configuring a network card on a network with no DHCP server, which of the following must be done before the workstation can connect to the Internet?

- A. Configure the host file.
- B. Configure a static IP address.
- C. Configure the lmhost file.
- D. Configure a dynamic IP address.

Answer: B

QUESTION 928:

High-speed peripherals that are inserted and removed at any time while the machine is

powered on are called:

- A. on the fly.
- B. hot-swappable.
- C. hot-removable.
- D. hot-pluggable.

Answer: B

QUESTION 929:

A technician is repairing a customer's workstation and observes paperwork marked as confidential on the customer's desk. Which of the following actions should the technician take?

- A. Do nothing as long as the customer is present.
- B. Read the material to determine why the material is marked confidential.
- C. Ask the customer why the information is confidential.
- D. Ask the customer to please put the confidential material away.

Answer: D

QUESTION 930:

A computer reports a SMART error on startup. This is MOST likely caused by a failure of the:

- A. sound card.
- B. hard drive.
- C. network card.
- D. CD-ROM drive.

Answer: B

QUESTION 931:

A user's computer is running Windows XP Professional. The user reports installing a new network interface card (NIC) and now is unable to access the Internet. A technician should FIRST:

- A. verify that the NIC is enabled in the BIOS.
- B. ensure that the driver is up to date.
- C. check whether the computer boots and Windows starts correctly.
- D. ensure that the NIC is seated correctly.

Answer: D

QUESTION 932:

Operating the CPU at a speed higher than the manufacturers rating in order to gain increased performance is called:

- A. throttling.
- B. overrating.
- C. overheating.
- D. overclocking.

Answer: D

QUESTION 933:

Which of the following is the BEST method for storing data?

- A. A secured location away from the office.
- B. A private LAN that users do not have access to.
- C. A secured vault in a location under company jurisdiction.
- D. A secured server room.

Answer: A

QUESTION 934:

Which of the following is the way to determine pin one on a ribbon cable?

- A. Pin one is on the non-colored side of the ribbon cable.
- B. Pin one is on the corner that is angled on the connector.
- C. Pin one is labeled with the number 1, on the cable.
- D. Pin one is on the colored side of the ribbon cable.

Answer: D

QUESTION 935:

A computer running Windows XP Professional SP2 allows multiple users to be signed in at once without logging out of the previous profile. This feature is called:

- A. Fast User Switching.
- B. Logging out and Logging in.
- C. Ctrl+Alt+Del.
- D. Run As.

Answer: A

QUESTION 936:

In which of the following locations is the IP address manually assigned for a network interface card (NIC)?

- A. TCP/IP Properties
- B. NetBEUI Properties
- C. IPX/SPX Properties
- D. Appletalk Properties

Answer: A

QUESTION 937:

A technician is asked to upgrade a computer with a faster network card. The existing network card is built in, and a PCI slot is available for the replacement. The new network card is placed into the PCI slot. Which of the following should be the next step for the technician to take?

- A. Update the operating system with the latest patch
- B. Confirm availability of new network card drivers
- C. Flash the BIOS
- D. Remove the built-in network card

Answer: B

QUESTION 938:

A new workstation is near the machine room and has been added to the Ethernet network. The workstation is experiencing difficulty staying connected to the servers and randomly disconnects from the network. Which of the following is MOST likely the problem?

- A. The users account has been locked out.
- B. The servers are having hard drive problems.
- C. Machinery is causing interference in the network cable.
- D. The computer is overheating.

Answer: C

QUESTION 939:

A previously functional keyboard has now stopped working. Which of the following actions should a technician take FIRST?

- A. Clean the PS/2 connector on the keyboard.

- B. Replace the keyboard.
- C. Clean the keyboard with compressed air.
- D. Check the PS/2 connection to the motherboard.

Answer: D

QUESTION 940:

The BEST reason to keep Windows updates current would be to: (Select TWO).

- A. keep third-party applications up to date.
- B. keep log files up to date.
- C. address known bugs and programming errors.
- D. maintain the computer's security.
- E. maintain the computer's BIOS.

Answer: C,D

QUESTION 941:

Which of the following is a way that two computers can be physically connected using a 100baseT network and no additional devices such as a router?

- A. A Loopback Connector is placed at each end of the cable.
- B. An Ethernet crossover cable can be used to connect the two machines.
- C. Set one network interface in server mode and the other in client mode.
- D. Static IP must be used because there is no DHCP server.

Answer: B

QUESTION 942:

Which of the following power modes for a laptop copies system data to the hard drive, before completely turning off?

- A. Suspend
- B. Standby
- C. Log off
- D. Hibernate

Answer: D

QUESTION 943:

Which of the following protocols automatically assigns an IP address to a computer?

- A. TCP/IP
- B. IPX/SPX
- C. DHCP
- D. RIP

Answer: C

QUESTION 944:

A series of beeps when turning on a computer typically indicates that:

- A. a floppy disk has been left in the drive.
- B. there is a problem with the hardware.
- C. there is a problem with the software.
- D. a CD has been left in the drive.

Answer: B

QUESTION 945:

When installing Windows XP onto a SCSI hard disk that requires manufacturer-provided drivers, which of the following function keys should be pressed during setup to load these drivers?

- A. F1
- B. F6
- C. F8
- D. F10

Answer: B

QUESTION 946:

Which of the following is the BEST suitable option when high speed, high security media is needed to move data over the network?

- A. Shielded Twisted Pair (STP)
- B. Unshielded Twisted Pair (UTP)
- C. Coaxial Cable
- D. Fiber Optic

Answer: D

QUESTION 947:

A technician removes the cover of an older computer and observes that a few capacitors

have leaked a dark fluid onto the motherboard. Which of the following would be the BEST action for the technician to take?

- A. Clean up the fluid and replace the capacitors.
- B. Determine whether the fluid has an odor and clean the fluid with a cotton tipped swab.
- C. Replace the cover, secure the computer and notify the supervisor.
- D. Remove the capacitor from the motherboard and clean the fluid.

Answer: C

QUESTION 948:

Which of the following slot types is MOST commonly used by a graphic card?

- A. EISA
- B. VGA
- C. AGP
- D. SATA

Answer: C

QUESTION 949:

In addition to an IP and subnet address, which of the following is needed in the Windows network configuration to access the internet?

- A. switch
- B. firewall
- C. gateway address
- D. router

Answer: C

QUESTION 950:

A printer that is directly connected to a computer has stopped printing documents. The user observes that there are several documents waiting to print. Which of the following services could be stopped to clear the print queue and return the printer back to a normal status?

- A. Task Manager
- B. Event Viewer
- C. Systray
- D. Print Spooler

Answer: D

QUESTION 951:

A password protected screen saver is typically set to:

- A. prevent burn-in on the screen.
- B. force users to enter the password regularly for auditing purposes.
- C. prevent unauthorized access to the system.
- D. enforce secure network data transmissions.

Answer: C

QUESTION 952:

Which of the following is used to change system parameters in Windows XP, (e.g. virtual memory, swap file)?

- A. System Properties
- B. Display Properties
- C. Disk Management
- D. Device Manager

Answer: A

QUESTION 953:

Pentium 4 based processors require which of the following types of memory module?

- A. SIMM
- B. SoDIMM
- C. RIMM
- D. DIMM

Answer: D

QUESTION 954:

Which of the following would be the FIRST action to take before opening a computer case?

- A. Ground yourself to the case.
- B. Remove all CDs from the CD-ROMs.
- C. Ensure that the system is plugged in so the error can be reproduced.
- D. Unplug the system from all components and the electrical outlet.

Answer: D

QUESTION 955:

A Windows system will not start and on a black screen, displays the message, Windows could not start because of a computer disk hardware configuration problem. Which of the following would be the FIRST step to take when troubleshooting?

- A. Ask the user whether a partition change has been made to the drive.
- B. Boot using the recovery console and run FIXMBR.
- C. Perform a System Restore.
- D. Boot using the recovery console and run FIXBOOT.

Answer: A

QUESTION 956:

The recommended memory requirement when installing Windows XP is:

- A. 128 MB.
- B. 32 MB.
- C. 64 MB.
- D. 256 MB.

Answer: A

QUESTION 957:

Which of the following are characteristics of the System Restore utility? (Select THREE).

- A. Saves configuration settings.
- B. Available on Windows XP.
- C. Restores My Documents to an earlier state.
- D. Recommended method of eliminating viruses.
- E. Does not restore My Documents to an earlier state.
- F. Available on all NTFS-formatted systems.

Answer: A,B,E

QUESTION 958:

Which of the following recovery console commands should a technician use to repair system file corruption?

- A. SCANDISK
- B. FIXMBR

- C. FIXBOOT
- D. CHKDSK

Answer: D

QUESTION 959:

A technician has installed a new video card and the computer will now only boot into VGA mode. Which of the following may be the cause of the problem?

- A. The new card is not DVI compatible.
- B. The incorrect drivers are installed.
- C. The external monitor is not compatible.
- D. There is an operating system incompatibility.

Answer: B

QUESTION 960:

Which of the following would be BEST to do before diagnosing or repairing a computer?

- A. Perform a backup of data.
- B. Run the Recovery Console.
- C. Perform Windows updates.
- D. Run Recovery CDs.

Answer: A

QUESTION 961:

Which of the following is the BEST way to clean card edge connectors?

- A. Use canned compressed air.
- B. Use rubbing alcohol with an antistatic towel.
- C. Scrape the connectors with a fingernail.
- D. Lick fingers and rub the connectors.

Answer: B

QUESTION 962:

Which of the following is a way to prevent electrostatic discharge (ESD) buildup?

- A. Disconnecting the power from the computer and counting to ten.
- B. Touching the monitor screen for 5 seconds.
- C. Disconnecting the monitor cable and the case power cord.

D. Stand on an anti-static mat while working on components.

Answer: D

QUESTION 963:

After testing the power supply on a non-functioning computer with a load, a technician determines that the +5V rail on the power supply is outputting 2.2 Volts. The technician should:

- A. replace the power supply.
- B. replace the CMOS battery.
- C. check the power management settings in the BIOS.
- D. test the internal components of the power supply.

Answer: A

QUESTION 964:

Which of the following would be the BEST safety measure to take before installing a Windows service pack? (Select TWO).

- A. Back up all important documents.
- B. Back up the drivers for the computer in case re-installation is needed.
- C. Uninstall the previous service pack.
- D. Note the BIOS settings in case a reset is needed.
- E. Set a System Restore point.

Answer: A,E

QUESTION 965:

In Windows XP, the System Restore feature is used to take a snapshot of:

- A. a users document files in case the document files need to be restored later.
- B. the computers operating system in case the operating system needs to be re-installed.
- C. the program files in case the program files need to be restored later.
- D. a computers settings in case the settings need to be restored later.

Answer: D

QUESTION 966:

Which of the following is the most secure type of file system?

- A. NTFS

- B. CDFS
- C. FAT16
- D. FAT32

Answer: A

QUESTION 967:

On a computer running Windows XP Professional, which of the following would be the BEST command for obtaining network connection configuration information?

- A. TRACERT
- B. IPCONFIG /ALL
- C. PING
- D. TELNET

Answer: B

QUESTION 968:

Which of the following would be used to prevent potentially harmful pages or display ads from showing while browsing the internet?

- A. spyware remover
- B. ActiveX control
- C. FTP Service
- D. popup blocker

Answer: D

QUESTION 969:

The MOST commonly used interface in newer low-priced printers is:

- A. SCSI.
- B. network.
- C. USB.
- D. serial.

Answer: C

QUESTION 970:

Which of the following interfaces allows for the fastest video transfer rate?

- A. SCSI II

- B. IEEE 802.11g
- C. Bluetooth
- D. IEEE 1394/Firewire

Answer: D

QUESTION 971:

Which of the following would indicate a DNS server failure with in an organization?

- A. Users will be able to access the Internet.
- B. Users will not be able to logon to the workstation.
- C. The inability to reach network resources by name.
- D. IP addresses not being assigned to workstations.

Answer: C

QUESTION 972:

When upgrading from Windows 98 to Windows 2000, service patches should be installed after:

- A. installing Windows 2000.
- B. running Disk Cleanup.
- C. running a Defrag.
- D. installing antivirus software.

Answer: A

QUESTION 973:

A characteristic of a laptops CPU is the ability to:

- A. reduce power usage to the laptops video chip set.
- B. increase the life of the LCD panel.
- C. throttle power usage when the laptop is using the battery.
- D. increase signal coverage for WiFi applications.

Answer: C

QUESTION 974:

After updating the device driver for a modem, Windows XP fails to boot properly and there is a blue screen error. Which of the following actions can be taken to resolve this problem?

- A. Press F8 during Windows start up and select the Roll Back Driver option.
- B. Press F5 during Windows start up and select the Last Known Good Configuration option.
- C. Use the Roll Back Driver button in the driver tab of the device.
- D. Press F7 during Windows start up and select the Last Known Good Configuration option.

Answer: C

QUESTION 975:

Which of the following is the standard name for a display of 1280 pixels horizontally by 1024 pixels vertically?

- A. XGA
- B. UXGA
- C. SVGA
- D. SXGA

Answer: D

QUESTION 976:

Which of the following is the reason that COMMAND.COM and CMD.EXE are both included in Windows XP?

- A. COMMAND.COM has more internal command options than CMD.EXE.
- B. COMMAND.COM is a 16-bit program and is included to service legacy applications that do not work with the 32-bit CMD.EXE.
- C. There is no difference but some components use one name and some user the other.
- D. CMD.EXE is a self-extracting zip file that yields COMMAND.COM when uncompressed.

Answer: B

QUESTION 977:

A Material Safety Data Sheet (MSDS) explains how to:

- A. prevent and extinguish a fire.
- B. install a computer component without risk.
- C. remove and handle the computer expansion slots correctly.
- D. handle substances such as chemical solvents correctly.

Answer: D

QUESTION 978:

Which of the following utilities backs up the Windows configuration once a day?

- A. Dr. Watson
- B. System Restore
- C. DirectX Diagnostic Tool
- D. File Signature Verification Utility

Answer: B