



Exam : 220-603

Title : CompTIA A+ 220-603 (Remote Support Tech designation pathway)

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QUESTION 1

You are working as a technician at Certkiller .com. A user ask you which of the following types of batteries provides the longest running time for portable devices. What will you answer the user?

- A. alkaline
- B. nickel-cadmium (NiCd)
- C. lithium ion (Li-ion)
- D. nickel metal-hydride (NiMH)

Answer: C

QUESTION 2

You work as a senior technician at Certkiller .com. A trainee needs assistance with updating the device driver for a network interface card (NIC). Which of the following alternatives would you ask him to follow?

- A. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
- B. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update Driver
- C. Control Panel > System-Device Manager > Driver Tab > Update Driver
- D. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver

Answer: D

QUESTION 3

You are working as a technician at Certkiller .com. You have just received a new AGP video card that needs to be installed in a user's computer. Which of the following suggestions is the correct procedure to follow when installing the video card?

- A. install the card into a free PCI port inside the computer and install drivers for the new video card.
- B. install the card into the AGP port inside the computer and install drivers for the new video card.
- C. connect the new video card to the AGP port using IEEE 1394/Firewire and install drivers for the new video card.
- D. attach the new video card to a USB port using the included USB cable and install drivers for the new video card.

Answer: B

QUESTION 4

You are working as a technician at Certkiller .com. A colleague of yours asks you what the technique that is used to produce the best LCD image on a laptops is called. What will you answer him?

- A. Active matrix
- B. Active scanning
- C. Dual scan
- D. Passive matrix

Answer: A

QUESTION 5

One of Certkiller .com's users asks you what the maximum data capacity of a dual-layer DVD-R is. What will you answer him?

- A. 9.4GB.
- B. 700MB.
- C. 2.1GB.
- D. 4.7GB.

Answer: A

QUESTION 6

What would be the correct definition of a computer that is hosting dual PCI-Express video cards?

- A. MLI ready.
- B. SLI compatible.
- C. NVEX ready.
- D. NLI compatible.

Answer: B

QUESTION 7

You are working as a technician at Certkiller .com. You have been asked to replace a mouse on a workstation in the HR department as it is broken. You only have a new USB mouse in store but the computer does not support USB technology. Which of the following will still allow you to accomplish the task?

- A. Add a 9-pin serial port connector.
- B. Use the Hardware Wizard to add the new hardware.
- C. Install the correct drivers.
- D. Add a mini-DIN (PS/2) adapter.

Answer: D

QUESTION 8

You are working as a technician at Certkiller .com. An employee and good friend of yours calls you during your lunch break. Your friend is building his own computer and has come to the installation of the IDE hard drive. He wants to know what to attach the new hard drive with to the motherboard. What will you answer him?

- A. a 34 pin ribbon cable.
- B. an 80 pin ribbon cable.
- C. a 6 pin round cable.
- D. a 40 pin ribbon cable.

Answer: D

QUESTION 9

You are working as a technician at Certkiller .com. You have been asked to respond to a call made from Certkiller 's reception. The receptionist serving at the moment feels that the content on her screen is viewable to almost anyone in the reception and wonders if there is a way to hide information on the screen so only the user can view the screen. Which of the following would be the BEST response for you to make?

- A. The monitor can be tilted and color phased to block out viewers.
- B. That the issue will need to be referred to the technicians supervisor.
- C. Privacy Screens may be ordered to serve this need.
- D. It is impossible for the monitor to only show the user the information.

Answer: C

QUESTION 10

As a technician at Certkiller .com you receive a call from a customer with a computer that refused to boot. The customer states that during a memory upgrade, the customer felt a static shock. Which of the following information should you give the customer?

- A. tell the customer that there is nothing that can be done and explain the hazards and dangers of ESD.
- B. inform the customer where a grounding strap can be purchased prior to performing upgrades in the future.
- C. listen to the customer, attempt to diagnose the extent of the damage and educate the customer about the dangers of electrostatic discharge (ESD).
- D. advise the customer against performing their own upgrades and recommend that the customer contact a professional for future work.

Answer: C

QUESTION 11

You are working as a technician at Certkiller .com. You have been contacted by a user who needs assistance with the display settings on his laptop computer running Windows XP. There is a second monitor connected to the laptop but the second monitor will only mirror the laptop screen. Which of the following should you recommend in order to solve this problem?

- A. Extend Windows desktop to the second monitor through the Display Settings.
- B. Restart the computer so the second monitor will be recognized.
- C. Update the operating system to Service Pack 2.
- D. Configure the CMOS to accept the second monitor.

Answer: A

QUESTION 12

You are working as a Problem manager (according to ITIL) at Certkiller .com. You are teaching a couple of new technician trainees about troubleshooting. Which of the following would you tell them is the FIRST step in the problem-solving process?

- A. Analyze the facts related to the problem.
- B. Identify the problem.
- C. Develop a solution.
- D. Propose a solution.

Answer: B

QUESTION 13

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a computer that is running slowly. Which of the following would be the FIRST thing to attempt in order to improve performance?

- A. Run disk defragmenter.
- B. Add a new hard drive space.
- C. Run SFC.
- D. Add more memory.

Answer: A

QUESTION 14

You are working as a technician at Technician at Certkiller .com. You have been asked to help a user that has reported that his PS/2 mouse is not working. What is the first thing you should check?

- A. have the user check the mouse connection and reboot the computer.
- B. ask the user to re-install the mouse drivers.
- C. instruct the user to disassemble the mouse and clean the trackball.

D. request that the user swap out the mouse.

Answer: A

QUESTION 15

What is the elimination of a problem by implementation of a solution called?

- A. a service request.
- B. follow-up.
- C. a result.
- D. a resolution.

Answer: D

QUESTION 16

You are working as a technician at Certkiller .com. You have just finished replacing a faulty hard drive with a new primary hard drive in a computer. You have also created a primary partition and an extended partition with a logical drive on the new hard drive. The primary and the extended partitions on the hard drive is formatted with FAT32. When you try to boot the system to the new primary partition in order to install a operating system, there is an error message stating, no boot device found. Which of the following is MOST likely the problem?

- A. The boot partition is not set as active.
- B. The boot partition was not set in BIOS.
- C. The boot partition was not formatted with the necessary boot files.
- D. The boot partition was not formatted.

Answer: A

QUESTION 17

You are working as a technician at Certkiller .com. You are asked to troubleshoot a monitor with a wavy picture. Which of the following would be the FIRST thing you should attempt?

- A. Replace the video driver.
- B. Update the video driver.
- C. Uninstall and reinstall the video driver.
- D. Make sure there are no devices near the monitor causing interference.

Answer: D

QUESTION 18

You are working as a technician at Certkiller .com. You have just discovered that a server tape backup did not execute successfully on its schedule. You find nothing unusual when checking the server logs. Which of the following should you do FIRST

in order to try and solve this issue

- A. Rewind the tape.
- B. Clean the tape heads.
- C. Perform a data restore.
- D. Replace the tape drive.

Answer: B

QUESTION 19

You are working as a technician at Certkiller .com. You are asked to help a user that is having trouble with his mouse. He has reported that the mouse pointer is behaving erratically when the mouse pointer is moved over the screen. Which of the following should you try FIRST in order to resolve this issue?

- A. Re-install the mouse driver and reboot the system
- B. Remove the roller ball from the mouse and clean the ball and rollers.
- C. Reseat the mouse connector on the system and check for damaged pins.
- D. Use mouse properties to adjust the mouse pointer speed settings.

Answer: B

QUESTION 20

You are working as a technician at Certkiller .com. A user has just received a new flat panel video display with a built in USB hub. The user reports that his USB memory does not work when it is plugged into the ports on the flat panel video display. While troubleshooting this issue you observe that no errors are displayed in Device Manager and the device does not seem to be detected when plugged in. You are not able to replicate these issues when plugging it into the front of the workstation. The next troubleshooting step would be to:

- A. check for a firmware update for the device to support connections to an LCD panel.
- B. install the latest device drivers for the USB device from the manufacturer's web site.
- C. assist the user to delete and re-install the USB root hub in Device Manager.
- D. check if there is a USB cable attached to the LCD panel from the workstation.

Answer: D

QUESTION 21

You are working as a technician at Certkiller .com. You have been asked to help a user that has reported discolorations on the screen of his CRT monitor. Which of the following should you try FIRST in order to solve the problem?

- A. Use the Degaussing option on the monitor.
- B. Place the monitor away from the system because the system emits magnetic fields.
- C. Adjust the resolution of the screen and change the color quality depth to 32 bit.

D. Use the factory default settings option on the monitor.

Answer: A

QUESTION 22

You are working as a technician at Certkiller .com. You are asked to troubleshoot a laptop that is running out of battery power more quickly than expected. Which of the following should you do first in order to correct the problem?

- A. Stop using the battery and use alternating current (AC) power for the laptop.
- B. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- C. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.
- D. Replace the battery by purchasing a new battery from the manufacturer.

Answer: D

QUESTION 23

You are working as a technician at Certkiller .com. You have just finished installing a new video card in a workstation. After booting up the computer you receive no picture on the monitor. The workstation is not equipped with an onboard video card. In order to fix this issue, which of the following actions should you take FIRST?

- A. Reseat or re-install the video card.
- B. Remove the new video card because it is defective.
- C. Check the monitor power and video cables to ensure connection.
- D. Change the system memory because it is not compatible with the new video card.

Answer: C

QUESTION 24

You are working as a technician at Certkiller .com. You need to disconnect a computer from its DHCP assigned IP address. Which of the following will accomplish this?

- A. IPCONFIG /RELEASE
- B. IPCONFIG /REGISTERDNS
- C. IPCONFIG /FLUSHDNS
- D. IPCONFIG /RENEW

Answer: A

QUESTION 25

You are working as a technician at Certkiller .com. You are troubleshooting a computer where you suspect that a recently installed program has overwritten a

Windows system file. Which of the following commands could you use in order to check and verify the system files?

- A. chkdsk /f
- B. sfc /scannow
- C. winnt /s
- D. system /v

Answer: B

QUESTION 26

You work as a senior technician at Certkiller .com's main office. A trainee calls you and asks how to create a set of boot disks in Windows 2000. Which of the following commands would you tell him to use?

- A. sys a:
- B. copy a:
- C. makeboot a:
- D. format a:

Answer: C

QUESTION 27

You are working as a senior technician at Certkiller .com. You instruct a trainee to run the CHKDSK /R on a computer in the marketing department. What will the CHKDSK /R command do?

- A. perform an exhaustive disk check, locate bad sectors, and recover readable information.
- B. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.
- C. consolidate fragmented files and folders on the computers hard disk.
- D. scan and verify the versions of all protected system files using the tools default operation.

Answer: A

QUESTION 28

You are working as a technician at Certkiller .com. You need to create a folder from the command prompt. Which of the following commands would you use?

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

Answer: B

QUESTION 29

You are working as a senior technician at Certkiller .com. A trainee calls you and asks what the command MD will do. What will you answer him?

- A. Set the date and time.
- B. Create a directory.
- C. Map a network drive.
- D. Format a disk.

Answer: B

QUESTION 30

You are working as a technician at Certkiller .com. You are asked to help a user that has reported that his workstation loads Windows slowly. Considering the given command-line tools, which two could help you to optimize the performance of the users workstation? (Select TWO).

- A. TRACERT
- B. DEFRAG
- C. REGEDIT
- D. MSCONFIG
- E. IPCONFIG

Answer: B,D

QUESTION 31

You are working as a technician at Certkiller .com. While working in command line interpreter on a Windows XP Professional computer you need to change working directory. Which of the following commands would allow you to do this?

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

Answer: A

QUESTION 32

You are working as a technician at Certkiller .com. You have just fitted a second hard drive in your Windows XP workstation. Which of the following tools should you use to partition the new hard drive?

- A. Device Manager
- B. Disk Management
- C. Computer Management

D. Drive Management

Answer: B

QUESTION 33

You are working as a technician at Certkiller .com. One of the computers in the computer lab has had a secondary hard drive installed. For dual boot purposes you need to format the hard drive as FAT32. Which of the following commands should you use?

- A. format [drive]: /file:Fat32
- B. fmt [drive]: /fs:Fat32
- C. format [drive]: /fs:Fat32
- D. fmt [drive]: /file:Fat32

Answer: C

QUESTION 34

You work as a senior technician at Certkiller .com. A trainee needs to set the Read-only attribute on a folder but does not know how to do that. Which of the following procedures would you ask him to follow in order to set the Read-only attribute on a folder? (Select TWO).

- A. Right-click the folder > Properties > General tab > Attributes > select Read-only > OK
- B. Right-click the folder > Properties > Security tab > select the username from the list > Permissions > clear the box labeled Read > OK
- C. Open the Command Prompt > type attrib r [drive:][path] > Enter
- D. Open the folder > Tool > Folder Options > General tab > Read-only > OK
- E. Open the Command Prompt > type attrib +r [drive:][path] > Enter

Answer: A,E

QUESTION 35

You are working as a technician at Certkiller .com. You are asked to move a shared folder that currently is on an NTFS partition, and has access control lists restricting access to only one set of users, to a FAT32 partition. After you have moved the files, which of the following happens to the user permissions?

- A. The permissions follow the files to the FAT32.
- B. The permissions are lost on the FAT32 drive.
- C. The permissions are lost but can be added back under the new file system.
- D. The permissions follow the files but can be added back under the new file system.

Answer: B

QUESTION 36

You are working as a technician at Certkiller .com. You receive a call from a user that wants to encrypt a folder. The users workstation is running Windows XP Professional. The user states that when he right clicks on the folder, goes to Properties and Advanced button the option to encrypt is missing. The user does not have an encryption option because the:

- A. operating system was installed on a FAT32 partition.
- B. user does not have administrator privileges.
- C. hard drive is running out of disk space.
- D. operating system needs to be upgraded to Service Pack 2.

Answer: A

QUESTION 37

You are working as a technician at Certkiller .com. Your boss asks you to identify two system integrated security feature in Windows XP SP2. Which of the following alternatives would you present to him? (Select TWO).

- A. Encrypting File System
- B. Automatic Updates
- C. System Update Checker
- D. Microsoft Baseline Security Analyzer (MBSA)
- E. Windows Firewall

Answer: B,E

QUESTION 38

You work as a technician at Certkiller .com. You are asked to remove a virus from a infected workstation. A knowledge base article that you have read suggest that the correct method of removing the virus is by deleting the key:
HKEY_LOCAL_MACHINE\MICROSOFT\SOFTWARE\CURRENTVERSION\PAK.
Which of the following application should you use to delete the key?

- A. REGEDIT
- B. MSCONFIG
- C. DEBUG
- D. EVENTVIEWER

Answer: A

QUESTION 39

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a computer that is running slowly. After running the SFC, you observe that the dllcache folder has become corrupted. Which of the following utilities should you run in order to repair the contents of the dllcache directory?

- A. DEFRAG
- B. SFC
- C. HyperTerminal
- D. FORMAT

Answer: B

QUESTION 40

You are working as a network technician at Certkiller .com. You need to analyze network interface card (NIC) activity on a workstation. Which of the following Windows tools could you use in order to accomplish this?

- A. Network Flow Analyzer
- B. Data Packet Capture
- C. Network Monitor
- D. Network Capture Analyzer

Answer: C

QUESTION 41

You are working as a technician at Certkiller .com. One of your colleagues asks you which of the following services is used by Windows XP to configure an 802.11x wireless connections. What will you answer him?

- A. Net Logon
- B. Network Location Awareness
- C. Browser
- D. Wireless Zero Configuration

Answer: D

QUESTION 42

You are working as a technician at Certkiller .com. All computers at Certkiller .com run Windows XP. In order to help a user with a problem you need to initiate a Remote Assistance session to the user computer. Which of the following suggestions is the correct way to initiate a Remote Assistance session?

- A. Go to Help and Support Center > Pick a Task > Use Tools > Offer Remote Assistance
- B. Start > Programs > Administrative Tools > Remote Assistance
- C. Network Neighborhood > navigate to the users computer > right click > select Offer Remote Assistance
- D. Run Remote Desktop Connection > Select Connect to User Enter the IP address

Answer: A

QUESTION 43

You are working as a technician at Certkiller .com. You need to modify the startup behavior of a workstation temporarily in order to perform some troubleshooting. Which of the following tools in Windows XP allows you to do this?

- A. CONFIG.SYS
- B. MSCONFIG.EXE
- C. SYSEDIT.EXE
- D. EDIT.COM

Answer: B

QUESTION 44

You are working as technician at Certkiller .com. In order to harden security at the main office you have been asked to disable telnet on all workstations. Which of the following tools should you use in order to enable or disable system services? (Select TWO).

- A. Task Manager
- B. System Configuration Utility
- C. Services.msc snap-in
- D. Windows Explorer
- E. Device Manager

Answer: B,C

QUESTION 45

You are working as a technician at Certkiller .com. A user has heard about a tool called Disk Cleanup, a friend of him recommended him to use it. Before using Disk Cleanup he wants to know what the tools does. What will you tell the user?

- A. it removes temporary files and empty the recycle bin.
- B. it manages hard disks and the partitions or volumes that the disks contain.
- C. it lists and correct errors on a hard disk.
- D. it locates and consolidate fragmented boot files, data files, and folders on a hard disk.

Answer: A

QUESTION 46

You are working as a technician at Certkiller .com. You have been asked to enable Driver Signature Verification on all Certkiller 's computer. In what location should you search for this setting?

- A. In Device Manager under the File menu and options.
- B. In the Security Center applet in Control Panel.
- C. In Computer Management.

D. On the hardware tab in System Properties.

Answer: D

QUESTION 47

You are working as a technician at Certkiller .com. You have been asked to assist a user that his workstation takes a long time to boot up and that there are a lot of icons appearing in the right lower side of the Task Bar. The workstation runs Windows XP. Which of the following tools can you use in order to minimize startup time on the workstation?

- A. SCANDISK
- B. MSCONFIG
- C. DEBUG
- D. DEFRAG

Answer: B

QUESTION 48

You are working as a technician at Certkiller .com. You boss has heard of a way to re-index the hard drive and by that make the computer a little faster and wants to know which Windows tool to use in order to re-index the hard drive. What will you answer him?

- A. Disk Defragmenter
- B. CHKDSK
- C. System Restore
- D. Disk Cleanup

Answer: A

QUESTION 49

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a workstation that suffers from a low performance problem. The workstation is equipped with 128MB of RAM and the user is not interested in purchasing additional memory. Which of the following changes on the Performance Options would be BEST for the user?

- A. Decrease Virtual Memory size.
- B. Adjust for best appearance.
- C. Reduce the memory refresh rate.
- D. Adjust for best performance.

Answer: D

QUESTION 50

You work as a technician at Certkiller .com. You are asked to plan for an upgrade to Windows XP of as many workstations as possible. But before you start counting workstations you need to know which operating systems that can be upgraded to Windows XP. Which of the following operating systems should you flag as upgradeable? (Select TWO).

- A. Windows NT Workstation 4.0 SP5
- B. Windows 2000 Server
- C. Windows 2003 Server
- D. Windows 98

Answer: A,D

QUESTION 51

You are working as a technician at Certkiller .com. You are asked to ensure that auto-restart is disabled on all computers in the HR department. Which of the following steps should you use in order to disable the auto-restart on a Windows XP workstation?

- A. Right click on the desktop > Properties> Settings > Advanced > Apply New Settings Without Restart
- B. Right click on My Computer > Properties > Advanced > User Profile Settings > change type of profile
- C. Right click on My Computer > Properties > Advanced > Startup and Recovery Settings > uncheck automatically 'restart under system failure'
- D. Start > Settings > Control Panel > Sound > Speech & Audio devices > Sounds & Audio devices > Advanced > Set Volume.

Answer: C

QUESTION 52

You work as a technician at Certkiller .com. A user asks you a question regarding his home computer. He wants to install Windows XP Home on the computer, but he does not want to performing a clean installation. He wants to know which of the following versions would be MOST appropriate for him to buy. What will you answer him?

- A. An upgrade version of Windows XP Home
- B. An OEM version of Windows XP Professional
- C. A retail version of Windows XP Home
- D. An upgrade version of Windows XP Professional

Answer: A

QUESTION 53

You work as a technician at Certkiller .com. A user calls you and reports that when he was working with an application on his Windows XP Home computer a 'Low Virtual Memory' error message appeared. He wants to know what to do in order to prevent the error message from appearing again. Which of the following actions should you advice the user to take to prevent this error message in the future?

- A. Control Panel > Administrative Tools > Virtual Memory > stop any unknown services and restart the computer
- B. System Properties > Advanced tab > Performance Settings > Advanced tab > Change to change the amount of virtual memory
- C. Start > Run > type CMD > CD .\WINDOWS > Edit Virtual Memory
- D. Control Panel > Administrative Tools > Virtual Memory Settings > Increase Virtual Memory Size

Answer: B

QUESTION 54

You are working as a technician at Certkiller .com. You boss has heard of a utility that optimizes hard disk performance by scanning the system for files that are safe for removal but he has forgot the name of the utility. What utility is he talking about?

- A. Disk Cleanup Wizard
- B. Disk Defragmenter
- C. Disk Management
- D. CHKDSK

Answer: A

QUESTION 55

You are working as a technician at Certkiller .com. One of the users in the marketing department works with large, memory demanding brochures and he is concerned about keeping his workstation at optimal performance. The users workstation is equipped with two hard drives with two partitions each. Considering the given circumstances, which of the following Virtual Memory configurations would provide optimal performance?

- A. Configure the system to use no paging file.
- B. Configure the paging file to be on the same drive as the system files but in a different partition.
- C. Configure the paging file to be on the same drive and partition as the system files.
- D. Configure the paging file to be on the drive that does not have the system files.

Answer: D

QUESTION 56

You are working as a technician at Certkiller .com. One of the new technicians wonder when he should defragment a hard drive. Which of the following reasons would you tell him is a good reason for defragmenting a hard drive? (Select TWO).

- A. Optimize startup speed.
- B. Removes quarantined viruses.
- C. Optimizes RAM speed.
- D. Optimize file system efficiency.
- E. Allows the Registry to load faster.

Answer: A,D

QUESTION 57

You are working as a technician at Certkiller .com. You are asked to upgrade a users workstation from Windows 98 wants to Windows XP Professional. The user does not want to lose any data or settings as she was unable to back up the hard drive before the upgrade. Which of the following should you tell the user?

- A. Windows XP Professional will ensure that files are not overwritten by another operating system.
- B. Windows XP Professional should be installed as a clean installation.
- C. Windows XP Professional must be installed on a different computer.
- D. Windows XP Professional can be installed on the same partition.

Answer: D

QUESTION 58

You are working as a technician at Certkiller .com. You are asked to install Windows XP Professional to a new workstation. The workstation is a high performance computer with SCSI hard drives and there is no driver for the SCSI controller in the Windows XP Installation media. Which of the following keys should you press in order to install drivers that are not part of the default installation process?

- A. F8
- B. F2
- C. F6
- D. F12

Answer: C

QUESTION 59

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a Windows XP workstation where the user is experiencing slower than normal performance. The workstation is connected to a closed network segment without internet access and all user accounts are created as limited users. Which of

the following actions should you do first?

- A. Run SCANDISK and CHKDSK utilities.
- B. Reinstall the operating system.
- C. Reboot the computer again.
- D. Run the Disk Cleanup utility.

Answer: D

QUESTION 60

Windows product activation creates the installation ID by using the Product key and Product ID. The hardware ID is then created by the installation ID by using with two of the following?

- A. service packs and PC computer name
- B. dynamic updates and PC model number
- C. product key and PC serial number
- D. product identification and PC identifier

Answer: D

QUESTION 61

You are working as a technician at Certkiller .com. You have just finished upgrading the device driver of a video card on a Windows XP Professional workstation. The computer monitor stopped functioning after the upgrade and your attempts to delete and re-install the original driver does not corrected the situation. Which of the following actions would be BEST to correct this situation?

- A. Replace the video card.
- B. Use System Restore.
- C. Change the color profile.
- D. Reset the system BIOS.

Answer: B

QUESTION 62

You are working as a technician at one of Certkiller .com's branch offices. Your boss states that he has accidentally deleted a file named pagefile.sys, and is requesting you aid in recovering the file. What should you instruct your boss to do?

- A. He should reboot the computer because Windows automatically generates a new page file.
- B. He should add a new hard drive, format the drive and install Windows.
- C. He should reformat the hard drive and reinstall Windows.
- D. He should back up all data, reboot the computer and notify a desktop technician.

Answer: A

QUESTION 63

You are working as a technician at Certkiller .com. You are asked to help a user that has reported that the third button on his three button mouse is not working. The user wants to be able to set the mouse up to utilize all three buttons. Which of the following should enable the user to do this?

- A. Try the mouse on another computer.
- B. Configure the third button through the Regional Options.
- C. Install the drivers that came with the mouse.
- D. Configure the third button under the Accessibility Options.

Answer: C

QUESTION 64

You are working as a technician at Certkiller .com. You have recently recommended a user with a Windows XP computer that has lost in performance lately to run defrag. Now the user has called back and reports that he was unable to run the defragmentation utility. Which of the following may be the problem?

- A. The defragmentation utility needs to be re-enabled.
- B. FAT32 partitions cannot be defragmented.
- C. The defragmentation utility is not installed.
- D. User accounts do not have privileges to run the defragmentation utility.

Answer: D

QUESTION 65

You are working as a technician at Certkiller .com. You receive a call from a user that states that his password is no longer working. Which of the following actions should you take first?

- A. Instruct the user to reboot the computer.
- B. Ask the user what new password they would like.
- C. Ask the user to check whether the Caps Lock button is on.
- D. Reset the users password to default.

Answer: C

QUESTION 66

You are working as a technician at Certkiller .com. You have just finished installing a modem on a Windows XP Professional computer and rebooted the computer. A bluescreen error results on reboot. Which of the following actions should you taken in order to resolve this issue?

- A. Reboot, press the F8 key and select Last Known Good Configuration.
- B. Shutdown the computer, remove the modem, install a modem certified to work with Windows XP Professional and reboot.
- C. Reboot to the Windows XP Professional install CD, access the Recovery Console, delete the new modem driver and reboot.
- D. Reboot and run the disk repair utility CHKDSK.

Answer: A

QUESTION 67

You are working as a technician at Certkiller .com. A user calls you and asks what a black exclamation point on a yellow field in Windows XP's Device Manager means, as he discovered that when looking around in the control panel of the computer. What will you answer him?

- A. the device is manually configured.
- B. Windows has finished downloading an update for the driver.
- C. the device is in a problem state.
- D. the device is currently disabled.

Answer: C

QUESTION 68

You are working as a senior technician at Certkiller .com. A trainee wants to know where in the registry he can find the keys that contain information about all the hardware that is available to a computer running Microsoft Windows. What will you answer him?

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

Answer: A

QUESTION 69

You are working as a technician at Certkiller .com. While troubleshooting an application you need to access some user-specific information for the currently logged on user. Where in the Windows Registry would you find the root key that stores this information?

- A. HKEY_Users.
- B. HKEY_Classes_Root.
- C. HKEY_Local_Machine.
- D. HKEY_Current_User.

Answer: D

QUESTION 70

You are working as a technician at Certkiller .com. You are troubleshooting a Windows XP workstation with strange behavior. As a step in the troubleshooting you want to verify the hard disk integrity. Which of the following tools should you use?

- A. Disk Cleanup
- B. Error-checking
- C. Disk Defragmenter
- D. Task Manager

Answer: B

QUESTION 71

You work as a technician at Certkiller .com. A user has requested that you upgrade his Windows 95 workstation to Windows XP. The workstation is equipped with a Pentium 1.3GHz CPU, 128MB of ram, and a 20GB hard drive. Which of the following information should you give the user?

- A. Windows XP has to run on a Pentium 2GHz.
- B. Windows 95 cannot be upgraded to Windows XP.
- C. Windows XP requires a minimum of 256MB of memory.
- D. Windows XP requires at least a 40GB hard drive.

Answer: B

QUESTION 72

You are working as a technician at Certkiller .com. If you would need to save or restore Windows XP system state information, which of the following tools should you use?

- A. System Configuration Utility
- B. System File Checker
- C. Backup Tool
- D. System Preparation Tool

Answer: C

QUESTION 73

You are working as a technician at Certkiller .com. After reinstalling your own workstation you notice that there is two installations of Windows XP in the startup path that you can choose between. In order to remove the invalid Windows XP startup path, which of the following should you modify?

- A. WIN.INI
- B. BOOT.INI
- C. startup in MSCONFIG
- D. SYSTEM.INI

Answer: B

QUESTION 74

You are working as a network technician at Certkiller .com. A user calls and wonders if any printers in Certkiller .com's main office require special paper. In order to answer the user you need to identify which type of printers that special paper to print. Which of the following alternatives do require special paper?

- A. ink jet
- B. thermal
- C. laser
- D. solid ink
- E. None of the above

Answer: B

QUESTION 75

You are working as a technician at Certkiller .com. A user tells you that he intends to buy a printer to his personal computer at home. The user asks you if you can tell him what resolution of a printer is measured in. What will you answer him?

- A. dots per inch.
- B. lines per inch.
- C. lines per millimeter.
- D. dots per millimeter.

Answer: A

QUESTION 76

You are working as a technician at Certkiller .com. You receive a support call from the marketing department. The manager of the marketing department wishes to print on both sides of a page but he is unable to find the setting for duplex printing in the driver settings. Which of the following information should you pass on to the manager?

- A. the printer driver needs to be updated to one that provides duplex printing.
- B. the printer may not have duplex printing capability.
- C. a duplex toner cartridge must be purchased for the printer.
- D. the operating system must be upgraded to allow duplex printing.

Answer: B

QUESTION 77

Which of the following techniques is used by Thermal Transfer?

- A. thermal wax is transferred from a carrier or ribbon to capture an image from the paper.
- B. dye-infusion is transferred from a carrier or ribbon to capture an image from the paper.
- C. a laser beam scans back and forth across an imaging drum to transfer an image to paper.
- D. pigments and dyes are transferred from a carrier or ribbon to the paper.

Answer: D

QUESTION 78

Considering laser printers, which of the following would be an essential part?

- A. Ethernet card
- B. ink container
- C. USB cable
- D. toner cartridge

Answer: D

QUESTION 79

You work as a technician at Certkiller .com. A user wants to purchase a portable printer that he will use from his laptop. He wants the laptop to connect to the printer without wires. Which of the following wireless technologies would be the MOST commonly used in order to accomplish this?

- A. Bluetooth
- B. microwave
- C. infrared
- D. magnetic induction

Answer: A

QUESTION 80

You are working as a technician at Certkiller .com. The sales department has requested that a printer that can use carbonized paper for making multipart forms is installed for the department to use. What kind of printer is needed in order to handle this request?

- A. ink jet
- B. impact
- C. thermal

D. laser

Answer: B

QUESTION 81

You are working as a technician at Certkiller .com. You have just finished installing a printer that is directly connected to a user's workstation in the marketing department. Only the settings on the workstation remain. Which of the following printer settings should be adjusted in order to ensure that the image on a computer screen most closely matches the color output of the printer?

- A. Color depth
- B. Color scheme
- C. Color quality
- D. Color profile

Answer: D

QUESTION 82

You are working as a technician at Certkiller .com. You have almost finished installing a network printer, only the last step remains. Which of the following would be the LAST step you should take in order to finish the installation?

- A. Print the test page.
- B. Ping the printer's IP address.
- C. Reboot the computer.
- D. Print a blank sheet of paper.

Answer: A

QUESTION 83

You are working as a technician at Certkiller .com. You are asked to troubleshoot a new scanner that will not create a image when used. A user reports that the power light comes on and the operating system identifies the scanner manufacturer and model correctly when connected to a computer. Which of the following should you investigate first?

- A. Check if the operating system needs to be upgraded.
- B. Check if the video card needs new drivers installed.
- C. Check if the user has unlocked the scanning sensor mechanism.
- D. Check if the computer needs more RAM.

Answer: C

QUESTION 84

You are working as a technician at Certkiller .com. You are asked to help a user with

printing problems. The user reports that when trying to send files to a network printer, the file does not print and the user is asked to save the file rather than print the file. What is the FIRST thing you should do?

- A. have the user save the print job to a file and try to send it to the printer again.
- B. access the user's desktop remotely and clear the print queue from the Task Bar.
- C. have the user unplug the network printer, reboot the computer and resend the print job.
- D. ensure that the 'Print To' file box is not checked in the print menu.

Answer: D

QUESTION 85

You are working as a technician at Certkiller .com. You have just finished installed a new parallel port scanner and when you attempt to scan a picture, the scanner does not scan and no error message is provided. In order to solve this issue, what should you do next?

- A. right click on My Computer > Properties > System Restore > Restore My Computer to an Earlier Time.
- B. press Ctrl+Alt+Del when the computer stops responding.
- C. uninstall the scanner driver and re-install with the typical settings.
- D. configure the parallel port correctly in the BIOS.

Answer: D

QUESTION 86

You are working as a technician at Certkiller .com's main office. You receive a telephone call from a user requesting aid with a printing problem. The user reports that when he tries to print a document nothing happens and the only printer available in the printer dialog box is 'Microsoft Office Document Image Writer.' What is most likely the cause of the users printing problems?

- A. The printer has not been installed on the user's computer.
- B. The printer driver is corrupt.
- C. The printer cable is unplugged.
- D. The printer is not turned on.

Answer: A

QUESTION 87

You are working as a technician at Certkiller .com. You are troubleshooting a printer that will not print background colors of documents. Which of the following may you need to adjust in a color printers options to enable the printing of a documents background colors?

- A. Page orientation

- B. Page setup
- C. Print quality
- D. Font settings

Answer: C

QUESTION 88

You work as a technician at Certkiller .com. You receive reports from users in the economics department that several jobs for a network printer are stuck in the print queue and will not print. One user states that he has checked the printer display and the display shows Ready. Which of the following should be attempted FIRST?

- A. Instruct the user to shut down and restart the system and attempt to print again.
- B. Update the print driver on the users system.
- C. Restart the print spooler on the system hosting the printer.
- D. Delete and recreate the printer on the users system.

Answer: C

QUESTION 89

You are working as a technician at Certkiller .com. You have just replaced the ink cartridges in a inkjet printer and now the printer cannot print. What is the first thing you should try in order to fix this problem?

- A. adjust the QUALITY setting.
- B. adjust the MODE setting.
- C. re-install the ink cartridges.
- D. adjust the RESOLUTION setting.

Answer: C

QUESTION 90

You are working as a technician at Certkiller .com. You are asked to troubleshoot a laser printer that is generating faded printouts. Which of the following tasks should you perform first?

- A. check the toner cartridge.
- B. replace the blank ink cartridge.
- C. check the network connection to the printer.
- D. replace the paper in the tray.

Answer: A

QUESTION 91

You are working as a technician at Certkiller .com. You are asked to troubleshoot a printer that is locally attached to a workstation. The printer is not printing

properly. You observe three jobs in the print queue when you check Printers and Faxes. The printer display shows Ready. Which of the following should be attempted FIRST?

- A. Instruct the user to shut down and restart the system and attempt to print again.
- B. Delete and recreate the printer on the user's system.
- C. Cancel all jobs in the print queue.
- D. Update the print driver on the user's system.

Answer: C

QUESTION 92

You are working as a technician at Certkiller .com. You receive a telephone call from a user that has sent numerous print jobs to a printer but no one of the jobs did print. You should tell the user that the:

- A. printer cartridge needs to be replaced.
- B. first job in the print queue needs to be deleted.
- C. printer driver needs to be re-installed.
- D. various jobs in the print queue must be deleted.

Answer: B

QUESTION 93

You are working as a senior technician at Certkiller .com. Your boss wants to know if, and how, it is possible to share the information contained in Windows Active Directory with other types of networks. Which of the following protocols will make this possible?

- A. LDAP
- B. DNS
- C. HTTPS
- D. WINS

Answer: A

QUESTION 94

You are working as a network technician at Certkiller .com. A user asks you what a DNS server does at the corporate network. When answer the customer, which of the following alternatives would you say DNS matches IP addresses to?

- A. loopback address
- B. MAC address
- C. NetBIOS name
- D. host name

Answer: D

QUESTION 95

You are working as a senior network technician at Certkiller .com. You have just explained about automatic private internet protocol addressing (APIPA) to some new trainees. On of the trainees asks you to give an example of an APIPA address. What will your answer be?

- A. IP address 169.254.0.1; Subnet Mask 255.255.0.0
- B. IP address 10.254.250.0; Subnet Mask 255.0.0.0
- C. IP address 172.16.25.0; Subnet Mask 255.255.0.0
- D. IP address 192.168.10.0; Subnet Mask 255.255.255.0

Answer: A

QUESTION 96

You are working as a technician at Certkiller .com. A user calls you and requests some assistance. The user has been asked to access a file server with Universal Name Convention (UNC), but the user does not know how to do that. Which of the following information would you say is needed in order to make the connection?

- A. SMTP server address
- B. HTTP server address on Address Bar
- C. DHCP server information
- D. hostname and path name

Answer: D

QUESTION 97

You are working as a technician at Certkiller .com. You have been asked to configure the company firewall to allow FTP traffic to a new server. Which of the following ports should you open for FTP? (Select TWO).

- A. 22
- B. 20
- C. 23
- D. 25
- E. 21

Answer: B,E

QUESTION 98

Certkiller .com is made up by a headquarter and several branch offices. You have been asked to implement an inexpensive method of securing data transmission over the Internet between branch offices and headquarters. Which of the following could

you implement in order to accomplish the task?

- A. IPX/SPX
- B. VPN
- C. Telnet
- D. FTP

Answer: B

QUESTION 99

You are working as a senior network technician at Certkiller .com. A trainee asks you what a fully qualified domain name consists of. What will you tell him? (Select TWO).

- A. domain name
- B. host name
- C. MAC address
- D. ISP name
- E. NetBIOS name

Answer: A,B

QUESTION 100

You work as a network technician at Certkiller .com. You have received a new laptop and decide to connect it to the IT departments Wireless Access Point (WAP). Which of the following modes should you configure on your computer?

- A. Internet Connection Sharing
- B. Ad hoc
- C. infrastructure
- D. peer-to-peer

Answer: C

QUESTION 101

You are working as a network technician at Certkiller .com. A trainee wonders what the difference between a network hub and a network switch is. What will you answer him?

- A. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
- B. A switch has an uplink port to add another switch for expansion. A hub does not.
- C. Hubs intelligently direct traffic and switches repeat all traffic.
- D. A hub has an uplink port to add another hub for expansion. A switch does not.

Answer: A

QUESTION 102

You are working as a Technician at Certkiller .com. On your computer there are some documents that you want to share among other technicians, but they are only allowed to view but not edit the documents. The documents are placed in a folder that is shared to the network with the appropriate share permissions set. In order to assign appropriate permissions, you should right click the document and then choose:

- A. Properties > Sharing.
- B. Security > Sharing.
- C. Properties > Security.
- D. Sharing > Security.

Answer: C

QUESTION 103

You are working as a senior technician at Certkiller .com. A former Certkiller .com employee has left the company and you are asked to take care of his workstation and to refresh it for a new employee. When you are about to fetch the computer you discover that the former employee has some shared folder accessible for the other employees in the same department. What should you do before removing a shared folder from the network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Notify all users.
- C. Remove share privileges.
- D. Close all open files.

Answer: B

QUESTION 104

You are working as a network technician at Certkiller .com. You have implemented a secure WLAN using WEP for the HR department. When setting up users' computers to access the WLAN, which of the following would be required settings? (Select TWO).

- A. SSID
- B. Security ID
- C. Group ID
- D. MAC address
- E. WEP key

Answer: A,E

QUESTION 105

You are working as a technician at Certkiller .com. You are asked to troubleshoot a

computer that is unable to access the Internet, network printers or email. In order to start troubleshooting, which of the following alternatives should you do FIRST?

- A. Contact a networking technician to check the status of the server.
- B. Check the connection settings in Internet Explorer.
- C. Run IPCONFIG to verify that the IP settings are correct.
- D. Ask the user to close and re-open all applications.

Answer: C

QUESTION 106

You are working as a technician at Certkiller .com. You are asked to help a user that is unable to access one of Certkiller 's servers on the network. The user has no problems with accessing other Certkiller servers on the network. While troubleshooting you try to resolve the servers IP address by using NSLOOKUP, but the only response you get is an error message stating 'No response from server' is received. Which of the following is most probable cause of the problem?

- A. The WINS server is off line.
- B. The DNS server is off line.
- C. The DHCP server is off line.
- D. The POP3 server is off line

Answer: B

QUESTION 107

You work as a technician at Certkiller .com. A user has heard about the PING.EXE utility and wonders what it is used for. What will you answer him?

- A. routing tables.
- B. results of test messages between two devices on the network.
- C. IP network interface configuration.
- D. path taken by messages between two devices on the network.

Answer: B

QUESTION 108

You are working as a network technician at Certkiller .com. You have been asked to visit one of Certkiller 's branch offices and to help with some troubleshooting. The branch office network consists of 25 clients. One of the clients on the network is receiving an automatic private internet protocol addressing (APIPA) of 169.254.0.1. Which of the following commands would be used to find this IP address among the clients on the network?

- A. NBTSTAT
- B. PING

- C. NSLOOKUP
- D. IPCONFIG

Answer: D

QUESTION 109

You are working as a technician at Certkiller .com. You need to make a basic test of the network connectivity but are concerned with not creating too much network traffic as the network is already heavily utilized. Which of the following would test network connectivity and create the least amount of network traffic?

- A. run TRACERT to the DNS server
- B. PING the loopback IP address
- C. PING the gateway
- D. run IPCONFIG /ALL

Answer: C

QUESTION 110

You are working as a technician at Certkiller .com. You are asked to install some software on a workstation and decide to do this over a remote assistant session, however you are unable to connect to the computer. As a part of the troubleshooting you do several unsuccessful attempts to PING the computer. Which of the following may be the cause of the unresponsive computer?

- A. network interface card (NIC) TX/RX lights are flashing
- B. Show Icon in Notification Area is unchecked in LAN properties
- C. computer firewall
- D. inadequate page file

Answer: C

QUESTION 111

You are working as a technician at Certkiller .com. You are asked to troubleshoot a computer that cannot connect to the network. No one else is currently experiencing problems with the network. Which of the following tasks should be FIRST on your troubleshooting checklist?

- A. Have the user at the computer unplug and replug the power cord from the computer and restart the computer.
- B. Check that the network cable is correctly attached to the network interface card (NIC).
- C. Tell the user at the computer that the network might be down and to try connecting later.
- D. Reboot the computer into safe mode and begin a System Restore.

Answer: B

QUESTION 112

You work as a technician at Certkiller .com. You are asked to help a user that is able to access local network resources but has no luck when trying to access network resources outside the local office by neither by using the host name or the IP address. What would be the MOST probable cause of the user's problem?

- A. an improperly configured WINS server on the workstation.
- B. an improperly configured DNS server on the workstation.
- C. an improperly configured gateway on the workstation.
- D. an improperly configured device driver on the workstation.

Answer: C

QUESTION 113

You are working as a technician at Certkiller .com. You are trying to access a computer over Remote Desktop Connection in order to troubleshoot some problems on it. The Remote Desktop Connection is unsuccessful with an error message stating, "The specified remote computer could not be found. Which of the following must be verified to resolve the problem?

- A. The computer is in the HCL.
- B. The network interface card (NIC) is operating correctly.
- C. The computer name or IP Address is correct.
- D. The computer is set to accept Remote Desktop Connections.

Answer: C

QUESTION 114

You are working as a technician at Certkiller .com. Your boss asks you what the BEST way to prevent viruses and Trojan horses from attacking operating system files is. Considering the given alternatives, what would you answer him?

- A. Limit the membership of the administrators group.
- B. Make as many users as possible members of only the Secure group.
- C. Make the folder attribute for the System folder Hidden.
- D. Change the name of the administrator account.

Answer: A

QUESTION 115

You are working as a technician at Certkiller .com. You receive a call from a new employee that requests an email login and password. Which of the following should you do FIRST?

- A. Set up a new email account for the user.

- B. Verify the users information and confirm whether the user has an email account set up.
- C. Speak to the users supervisor and tell the supervisor the users name and password.
- D. Create a new domain user account.

Answer: B

QUESTION 116

You are working as a technician at Certkiller .com. Certkiller is hiring new staff and as staff are added, each staff member receives individually configured access to the network folders they need. As Certkiller has grown, the human resources department has become unable to keep up with the permission assignments to new employees. Which of the following could help the HR department to accomplish the assignment of the permissions to new employees?

- A. groups.
- B. subnets.
- C. trees.
- D. system folders.

Answer: A

QUESTION 117

You are working as a senior technician at Certkiller .com. A trainee asks which of the following access control methods is used by Windows XP. What will you answer him?

- A. Mandatory Access Control (MAC)
- B. Discretionary Access Control (DAC)
- C. Rule-based Access Control (RBAC)
- D. Role-based Access Control (RBAC)

Answer: B

QUESTION 118

You are working as a technician at Certkiller .com. A user that is concerned about IT security asks you which of the following represents the strongest password. What will you answer the user?

- A. passw0rd1
- B. fe)okLk*1
- C. 12345678
- D. abracadabra

Answer: B

QUESTION 119

You are working as a senior technician at Certkiller .com. A trainee wonders which of the following that is able to issue a Remote Assistance Invitations. What will you answer him?

- A. The person offering assistance only.
- B. Network Administrators only.
- C. The person requesting assistance only.
- D. The person requesting or the person offering assistance.

Answer: D

QUESTION 120

You are working as a technician at Certkiller .com. In order to secure the IT environment at Certkiller 's main office it has been decided that normal users of workstations are no longer allowed to install software by them self. All computers at Certkiller 's main office runs Windows XP Professional. Which of the following suggestions would deter the installation of software by user?

- A. place the users in the users group.
- B. place the users in the power users group.
- C. place the users in the local administrator's group.
- D. place the users in the system group.

Answer: A

QUESTION 121

You are working as technician at Certkiller .com. Your boss asks you to give an example of account security policies. Which of the following suggestions would you present to him?

- A. software restriction policies
- B. password policies
- C. IP security policies
- D. registry security policies

Answer: B

QUESTION 122

You are working as a technician at Certkiller .com. Certkiller has just created a new department with eight new employees that will handle user experience gathering. The new employees require the same permissions to the account database. Which of the following would be the BEST sequence of actions to take?

- A. Create eight users, assign permissions to each user and add users to the group.
- B. Create one user with appropriate permissions, replicate the user eight times and add

users to the group.

- C. Create the new group, apply permissions to the group and add users to the group.
- D. Create a group, create the eight users and apply permissions to the users.

Answer: C

QUESTION 123

You are working as a senior network technician at Certkiller .com's main office. You have just finished a site survey of a wireless network at the main office. During this site survey you discovered an unauthorized WAP in one of the user's cubicle. Which of the following would be an appropriate name for an unauthorized WAP?

- A. Bad WAP
- B. Disallowed WAP
- C. Rogue WAP
- D. Redundant WAP

Answer: C

QUESTION 124

You are working as a network technician at Certkiller .com. In an attempt to secure Certkiller 's wireless network you use a wireless sniffer around the company perimeters. You discover that several of the company's Wireless Access Points (WAPs) are transmitting radio signals beyond the physical boundaries of Certkiller 's main office. You also discover that available bandwidth is suffering due to unauthorized wireless users. You start securing the network by turning down the power on the WAPs. Which of the following alternatives could you also implement in order to make it harder for unauthorized users to use bandwidth?

- A. Deploying a 7db antenna.
- B. Installing a firmware upgrade to clients.
- C. Disabling SSID broadcast.
- D. Installing a firmware upgrade to the WAPs.

Answer: C

QUESTION 125

You are working as a technician at Certkiller .com. A user wonders why Automatic Updates should be performed. What will you answer the user?

- A. it is to ensure that the computer has the latest anti-virus definition file.
- B. it is to ensure that the computer has the latest security and software patches.
- C. it is to ensure that the computer has the latest drivers installed.
- D. it is to ensure that the computer has the latest release of the operating system.

Answer: B

QUESTION 126

You are working as a technician at Certkiller .com. Your boss is thinking of installing a wireless network at home and wants to know the name of a commonly used encryption scheme for wireless networks. What will you answer him?

- A. IKE
- B. WEP
- C. MS-CHAP
- D. IPSEC

Answer: B

QUESTION 127

You are working as a technician at Certkiller .com. A colleague of you wonders about hardware and software firewalls. He asks you which of the following characteristics a software firewall has compared to a hardware firewall. What will you answer him? (Select TWO).

- A. decreased performance and increased security
- B. decreased security because software firewall is installed on target system
- C. increased security because a user can manage settings locally
- D. reduced performance
- E. improved performance

Answer: B,D

QUESTION 128

Encrypting File System (EFS) is usable in which of the following scenarios?

- A. when upgrading from Windows 2000 to Windows XP Professional.
- B. when configuring a computer that contains both Windows 2000 and XP Professional.
- C. when using only NTFS file system.
- D. when upgrading from Windows 98 to Windows XP Home.

Answer: C

QUESTION 129

You are working as a senior network technician at Certkiller .com. A trainee wants to know the name of a wireless security standard. Which of the following would you present to him?

- A. UDP
- B. WPA
- C. VLM
- D. TCP

Answer: B

QUESTION 130

You are working as a technician at Certkiller .com. You have been asked to replace all CRT monitors with LCD monitors in the HR department. In the process of doing this, you observe that many in the staff uses screen savers that you know is adware. The company does not have a policy addressing outside screen saver use. Which of the following is the best action to take?

- A. remove the screen savers and tell the users not to re-install the screen savers.
- B. send an email to the users involved stating that using the screen savers is a violation of company policy.
- C. mention this to the supervisor as a possible topic for discussion at the next managers meeting.
- D. do nothing because the technician was only told to remove the CRTs and install the LCDs.

Answer: C

QUESTION 131

You work as a technician at Certkiller .com. You have been asked to troubleshoot a workstation that is running slowly but with the hard drive light constantly blinking. The TASK MANAGER tells you that the system idle time is using the majority of processor time. Which of the following is MOST likely the cause?

- A. There is a virus or spyware on the computer.
- B. There are too many programs running.
- C. The hard drive is failing.
- D. The hard drive is fragmented.

Answer: A

QUESTION 132

You are working as a technician at Certkiller .com. You are asked to help a user at a branch office with an application problem. You try to connect to a users desktop using Remote Assistance but is unable to connect and the invitation keeps timing out and you suspect that the firewall is blocking your request. Which of the following ports should you confirm that it is open for traffic in the firewall in order to allow Remote Assistance?

- A. TCP port 3359
- B. TCP port 21
- C. TCP port 80
- D. TCP port 3389

Answer: D

QUESTION 133

You work as a technician with an IT-security responsibility at Certkiller .com. You have decided to inform the users at Certkiller .com about IT-Security and what to do to prevent security breaches. When talking about social engineering you want to use an example, which of the following would be most suitable?

- A. Adopting security audit procedures
- B. Getting user passwords by pretending to be help desk staff
- C. Requiring users to work in open office configurations
- D. Teaching users to change their passwords regularly

Answer: B

QUESTION 134

You are working as a technician at Certkiller .com. One of Certkiller 's users is unable to log in to the domain as she has forgotten her password. Certkiller .com has a security policy that says the last four digits of the employees identification number must be verified before performing a password reset. This rule exists in order to protect the company against social engineering attacks. The user is not able to provide that information over the telephone call. Which of the following would be the BEST way to handle this request?

- A. Perform the reset and tell the user to write down the last four digits so they wont forget it again.
- B. Inform the user that the last four digits must be verified and that they should call back when they can provide the needed information.
- C. Ask the user to call back and discuss the issue with the technicians supervisor.
- D. Perform the password reset for the user because the technician recognizes the users voice.

Answer: B

QUESTION 135

You are working as a technician at Certkiller .com. You boss asks you to identify a possible social engineering attack from the following alternatives. Which alternative would you point out?

- A. An infected computer is used to send email containing viruses or spam.
- B. A caller posing as a company vice president reports a problem with the username/password combination and requests a password reset.
- C. A co-worker watches a user enter the password and later the co-worker logs in as that user.
- D. An unauthorized device is installed by a rogue administrator to capture network

traffic.

Answer: B

QUESTION 136

You are working as a technician at Certkiller .com. You are asked to help a customer that reports that he is unable to access his email. Before contacting the user you check the status of the email service with the postmaster at Certkiller .com. The postmaster states that there are technical problems and that email is temporarily unavailable. Once you have this information you contact the user and tell him about the situation. When the user hears this he suggests that the technician should send an email to the rest of the staff at his department, advising them about the problem, the technician should:

- A. politely tell the customer that this is impossible under the present circumstances.
- B. explain to the customer in-depth how the companys email system works.
- C. suggest that the customer take an introductory course in computer networking.
- D. put the customer on hold and tell other technicians about the customers comments.

Answer: A

QUESTION 137

As a technician at Certkiller .com you receive a telephone call from a user stating that a cord from the back of the computer fell off and that she is unsure where to reconnect the cord. As a technician, which of the following would be the FIRST thing to do?

- A. Tell the customer that the call was unnecessary and they should plug the cord into the slot that matches the end of the unattached cord.
- B. Explain that this is a safety hazard because the cord is on the floor and may cause an electrical shock.
- C. Tell customer that the problem is not serious and not to worry.
- D. Ask the customer questions to help determine which cord is unattached.

Answer: D

QUESTION 138

You are working as a technician at Certkiller .com. You have just assisted a user with some troubleshooting but the user is not satisfied with the solution that has been offered. What would be the best way to handle this situation?

- A. use the internal escalation process.
- B. recommend that the customer call back and speak with another technician.
- C. give the customer what is desired because the customer is always right.
- D. use the skills and expertise to convince the customer that the solution is appropriate.

Answer: A

QUESTION 139

You are working as a technician at Certkiller .com. You are at the moment dealing with a difficult customer. Which of the following should you avoid? (Choose TWO).

- A. Beginning active problem solving.
- B. Restating the customer's problem and gaining agreement.
- C. Listening actively.
- D. Downplaying the extent of a customer's problem and begin solving the problem.
- E. Placing the customer on hold and notifying a supervisor.
- F. Letting the customer talk about the frustrations.

Answer: D,E

QUESTION 140

You are working as a technician at Certkiller .com. You are assigned a task to help a user in the marketing department. Once you call the user and question him about the trouble he is experiencing you realize that the problem is outside the scope of the company's support. You should advise the customer that:

- A. the company does not support that product and transfer the call to a supervisor.
- B. the technician will try directing the customer to another location for assistance.
- C. the company's policies indicate that this product cannot be supported.
- D. support is not provided for that product and nothing else can be done.

Answer: B

QUESTION 141

You are working as a senior technician at Certkiller .com. As Certkiller .com is expanding there is an increased need of technicians at the IT department. You are asked to say three customer service skills that would be essential for a technical support technician to have. Which of the following customer service skills would you mark as essential? (Select THREE).

- A. independence
- B. using industry terminology correctly
- C. awareness of industry trends
- D. focus
- E. listening
- F. problem solving

Answer: D,E,F

QUESTION 142

What is the initial problem owner defined as?

- A. technical support supervisor.
- B. company vice president.
- C. user with a problem.
- D. person who receives the service request.

Answer: D

QUESTION 143

You work as a network technician at Certkiller .com. When parsing log files as a routine task you discover that a Certkiller .com employee is using peer-to-peer file sharing software in order to download copyrighted material for personal use on a Certkiller .com computer. Which of the following would be the BEST action for the technician to take?

- A. Tell the employee to uninstall the program.
- B. Uninstall the program.
- C. Notify the supervisor.
- D. Delete the copyrighted material.

Answer: C

QUESTION 144

You work as a technician at Certkiller .com. While troubleshooting a users company computer you observe pornography stored on the computers local hard drive. Which of the following actions should you take?

- A. report the incident immediately to the technician's supervisor.
- B. move the pornography to a network drive and instruct the customer that no personal information should be stored on the local hard drive.
- C. delete the pornography and instruct the customer not to store this information on the hard drive.
- D. restrict the customer's access to the data.

Answer: A

QUESTION 145

You are working as a technician at Certkiller .com. You are helping a user over telephone when he suddenly begins using abusive or foul language. What should you do?

- A. ask the customer to refrain from using the language.
- B. transfer the call to a supervisor.
- C. respond to the customer with the same language.

D. terminate the telephone call.

Answer: A

QUESTION 146

You are working as a technician at Certkiller .com. You are helping a customer that is experiencing some difficulty printing a document containing confidential information. You are able to resolve the problem quickly but in order to make sure that the solution is working you need to test the solution. Which of the following would be the BEST action for you to take considering the sensitivity of the document?

- A. Testing is not required because a technician always knows when a problem is resolved.
- B. Ask the customer to print and inspect the document to ensure the problem is resolved.
- C. Print the document and inspect the document to ensure that the problem is resolved.
- D. Involve the support supervisor because of the confidential nature of the document.

Answer: B

QUESTION 147

You are working as a technician at Certkiller .com. While assisting a user over the telephone you observe that the user is questioning your competence in a hostile manner. Which of the following actions should you take?

- A. Transfer the call to another technician.
- B. Inform the customer politely that the issue is understood and the technician is attempting to solve the problem.
- C. Politely terminate the conversation and inform the supervisor.
- D. Place the customer on hold and walk away until the technician can speak politely.

Answer: B

QUESTION 148

When you take ownership of a user's problem, the you are committing to:

- A. exchange the broken device for a new one.
- B. legal responsibility for the data integrity.
- C. solving the customers problem.
- D. monetary responsibility for the problem.

Answer: C

QUESTION 149

What is it called when you take responsibility for a customers issue?

- A. customer service.
- B. status update.
- C. resolution.
- D. ownership.

Answer: D

QUESTION 150

You are working as a technician at Certkiller .com. You have recently observed that another technician has been illegally accessing data from the HR department's network. Which of the following would be the BEST action for you to take?

- A. Tell the customer to report a security breach to their management
- B. Inform your manager or supervisor about the observations.
- C. Inform the local authorities that theft of intellectual property is occurring.
- D. Tell the co-worker to stop accessing customer data.

Answer: B

QUESTION 151

A user has saved a document into a shared folder and wants others to view but not edit the document. To assign appropriate permissions, a technician should remotely access the users Windows XP Professional workstation, right click the document then choose:

- A. Sharing > Security.
- B. Properties > Security.
- C. Properties > Sharing.
- D. Security > Sharing.

Answer: B

QUESTION 152

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 700MB.
- B. 4.7GB.
- C. 2.1GB.
- D. 9.4GB.

Answer: D

QUESTION 153

A loopback PING is used to verify the function of a:

- A. static IP address.
- B. modem.

- C. gateway address.
- D. network adapter.

Answer: D

QUESTION 154

Which one of the following printers requires special paper to print?

- A. solid ink
- B. laser
- C. ink jet
- D. thermal

Answer: D

QUESTION 155

After installing a new video card, a technician sees no video display on the monitor. The computer does not have an onboard video card. Which of the following actions should the technician take FIRST?

- A. Remove the new video card because it is defective.
- B. Check the monitor power and video cables to ensure connection.
- C. Change the system memory because it is not compatible with the new video card.
- D. Reseat or re-install the video card.

Answer: B

QUESTION 156

Which of the following is used to produce the best LCD image on a laptop?

- A. Passive matrix
- B. Dual scan
- C. Active matrix
- D. Active scanning

Answer: C

QUESTION 157

Which of the following would be the correct location to access when enabling Driver Signature Verification?

- A. In Computer Management.
- B. In Device Manager under the File menu and options.
- C. On the hardware tab in System Properties.
- D. In the Security Center applet in Control Panel.

Answer: C

QUESTION 158

A technician discovers that a server tape backup did not run successfully. After checking the server logs and finding nothing unusual, the technician should do which of the following FIRST?

- A. Replace the tape drive.
- B. Clean the tape heads.
- C. Perform a data restore.
- D. Rewind the tape.

Answer: B

QUESTION 159

A user reports that the computer is showing an error message stating, NTLDR is missing or corrupt. Which of the following is MOST likely the problem?

- A. The boot.ini file is corrupt.
- B. A virus has renamed the NTLDR file.
- C. The hard drive has failed on the users computer.
- D. The NTLDR file is absent from the users computer.

Answer: D

QUESTION 160

Which of the following would be the LAST step to take when installing a network printer?

- A. Print the test page.
- B. Print a blank sheet of paper.
- C. Reboot the computer.
- D. Ping the printer's IP address.

Answer: A

QUESTION 161

In Windows XP, which of the following tools allows system state information to be saved and restored?

- A. Backup Tool
- B. System Preparation Tool
- C. System File Checker
- D. System Configuration Utility

Answer: A

QUESTION 162

Which of the following is a wireless security standard?

- A. TCP
- B. WPA
- C. VLM
- D. UDP

Answer: B

QUESTION 163

The elimination of a problem after implementing a solution is called:

- A. a resolution.
- B. a service request.
- C. follow-up.
- D. a result.

Answer: A

QUESTION 164

Which of the following sequences will update the device driver for a network interface card (NIC)?

- A. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
- B. Control Panel > System-Device Manager > Driver Tab > Update Driver
- C. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update Driver
- D. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver

Answer: D

QUESTION 165

A user reports that performance on the computer running Windows XP Professional has become slow. The user is unable to run the defragmentation utility. Which of the following may be the problem?

- A. FAT32 partitions cannot be defragmented.
- B. User accounts do not have privileges to run the defragmentation utility.
- C. The defragmentation utility needs to be re-enabled.
- D. The defragmentation utility is not installed.

Answer: B

QUESTION 166

A technician is helping a customer troubleshoot a problem with a modem. The technician would like to run a HyperTerminal test to determine whether the modem will now connect and the customer only has one phone line. Which of the following would be the BEST action for the technician to take?

- A. Offer to call the customer back to confirm that the HyperTerminal test was successful.
- B. Ask the customer to call back on a different line and continue running HyperTerminal test.
- C. Give the customer a case number and ask the customer to call back if problem continues.
- D. Explain to the customer that follow-up will not be needed.

Answer: A

QUESTION 167

Which of the following keys in the registry contains information about all the hardware that is available to the computer?

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

Answer: D

QUESTION 168

A customer is requesting assistance with a laptop recently purchased via the Internet. The technician finds that the laptops serial number is invalid. Which of the following would be the BEST way to handle this call?

- A. Tell the customer that you cannot verify the serial number or support the laptop.
- B. Issue the customer a new serial number for the laptop.
- C. Provide support for the laptop.
- D. Ask the customers name and address and then notify authorities.

Answer: A

QUESTION 169

Which of the following local groups must a user running Windows XP Professional belong to, when logging into the computer using Remote Desktop Connection?

- A. Users

- B. Power Users
- C. Network Configuration Operators
- D. Remote Desktop Operators

Answer: D

QUESTION 170

Which of the following would be the FIRST step in the problem solving process?

- A. Diagnose the problem.
- B. Gather and document data.
- C. Determine which solution is easiest to implement.
- D. Develop a course of action.

Answer: B

QUESTION 171

A user running Windows 98 wants to install Windows XP Professional but does not want to lose any data or settings. Which of the following should the technician tell the user?

- A. Windows XP Professional should be installed as a clean installation.
- B. Windows XP Professional must be installed on a different computer.
- C. Windows XP Professional can be installed on the same partition.
- D. Windows XP Professional will ensure that files are not overwritten by another operating system.

Answer: C

QUESTION 172

A user with a computer that is running Windows XP Professional wants to encrypt a folder. When the user right clicks on the folder, goes to Properties and Advanced button there is no option to encrypt. The user does not have an encryption option because the:

- A. user does not have administrator privileges.
- B. operating system was installed on a FAT32 partition.
- C. operating system needs to be upgraded to Service Pack 2.
- D. hard drive is running out of disk space.

Answer: B

QUESTION 173

After conducting a site survey of a wireless network, a technician discovers an unauthorized WAP in a users cubicle. This WAP is also known as which of the following?

- A. Bad WAP

- B. Redundant WAP
- C. Disallowed WAP
- D. Rogue WAP

Answer: D

QUESTION 174

A new AGP video card needs to be installed in a user's computer. A technician should instruct the user to:

- A. connect the new video card to the AGP port using IEEE 1394/Firewire and install drivers for the new video card.
- B. install the card into the AGP port inside the computer and install drivers for the new video card.
- C. install the card into a free PCI port inside the computer and install drivers for the new video card.
- D. attach the new video card to a USB port using the included USB cable and install drivers for the new video card.

Answer: B

QUESTION 175

A user reports that when pushing the power button the computer does not turn on and the fans do not make any noise. The computer had been working the previous day. Which of the following should the technician tell the user to do FIRST?

- A. Check the power cord on the computer.
- B. Check the power cord on the monitor.
- C. Hold in the power button for thirty seconds.
- D. Determine whether the monitor cord is correctly connected to the computer.

Answer: A

QUESTION 176

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name
- B. SMTP server address
- C. HTTP server address on Address Bar
- D. DHCP server information

Answer: A

QUESTION 177

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. a 6 pin round cable.
- B. an 80 pin ribbon cable.
- C. a 40 pin ribbon cable.
- D. a 34 pin ribbon cable.

Answer: C

QUESTION 178

Which of the following Virtual Memory configurations will provide optimal performance on a workstation with two hard drives each having two partitions?

- A. Configure the system to use no paging file.
- B. Configure the paging file to be on the same drive as the system files but in a different partition.
- C. Configure the paging file to be on the drive that does not have the system files.
- D. Configure the paging file to be on the same drive and partition as the system files.

Answer: C

QUESTION 179

Which of the following would be the correct location to access when enabling Driver Signature Verification?

- A. In Computer Management.
- B. In Device Manager under the File menu and options.
- C. In the Security Center applet in Control Panel.
- D. On the hardware tab in System Properties.

Answer: D

QUESTION 180

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. a 34 pin ribbon cable.
- B. a 6 pin round cable.
- C. a 40 pin ribbon cable.
- D. an 80 pin ribbon cable.

Answer: C

QUESTION 181

A customer reports that this is the third time that they have called about their cable modem not working. Which of the following actions should the technician take?

- A. Tell the customer to calm down so that the problem can be addressed.
- B. Listen to the customer's issues and attempt to assist the customer.
- C. Explain to the customer that the problem must be escalated to a supervisor.
- D. Tell the customer that getting angry will not help the situation.

Answer: B

QUESTION 182

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Notify all users.
- C. Remove share privileges.
- D. Close all open files.

Answer: B

QUESTION 183

A user reports that the scanner will not scan an image into the document imaging application. The scanner power light comes on but the application gives an error message saying no scanner is installed when the user tries to import an image into the document imaging application. Which of the following may be the problem?

- A. The IDE scanner software interface needs to be installed.
- B. The Twain scanner driver needs to be installed.
- C. The G3fax software interface needs to be installed.
- D. The operating system needs to be upgraded.

Answer: B

QUESTION 184

After conducting a site survey of a wireless network, a technician discovers an unauthorized WAP in a user's cubicle. This WAP is also known as which of the following?

- A. Redundant WAP
- B. Disallowed WAP
- C. Rogue WAP
- D. Bad WAP

Answer: C

QUESTION 185

Which of the following is used to produce the best LCD image on a laptop?

- A. Dual scan
- B. Passive matrix
- C. Active matrix
- D. Active scanning

Answer: C

QUESTION 186

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Close all open files.
- C. Remove share privileges.
- D. Notify all users.

Answer: D

QUESTION 187

In Windows XP Professional, which of the following utilities should be used to verify the hard disk integrity?

- A. Disk Defragmenter
- B. Error-checking
- C. Task Manager
- D. Disk Cleanup

Answer: B

QUESTION 188

Which of the following describes the difference between a network hub and a network switch?

- A. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
- B. A hub has an uplink port to add another hub for expansion. A switch does not.
- C. Hubs intelligently direct traffic and switches repeat all traffic.
- D. A switch has an uplink port to add another switch for expansion. A hub does not.

Answer: A

QUESTION 189

A user has performed a System Restore on the computer but the folder permissions were not restored. Which of the following is MOST likely the problem?

- A. The folder permissions were not present prior to the restore point.

- B. The backup was not performed correctly.
- C. A network problem occurred while restoring.
- D. The folder was not restored to the correct location.

Answer: A

QUESTION 190

A user reports that the system is running slowly but that the hard drive seems to be running constantly. After viewing TASK MANAGER, a technician observes that the system idle time is using the majority of processor time. Which of the following is MOST likely the cause?

- A. There is a virus or spyware on the computer.
- B. The hard drive is fragmented.
- C. The hard drive is failing.
- D. There are too many programs running.

Answer: A

QUESTION 191

Which of the following is required for the operation of a laser printer?

- A. toner cartridge
- B. ink container
- C. Ethernet card
- D. USB cable

Answer: A

QUESTION 192

A customer reports that the computer is making a funny noise and suggests that there may be a memory problem. A technician knows that the symptoms being described are not memory related. The technician should:

- A. give the customer an in-depth explanation of common memory-related problems.
- B. ask the customer additional questions about the computer's behavior.
- C. ask the customer to turn off the computer, wait five minutes, and call back if the problem returns.
- D. give the customer a technical description of what is actually causing the problem.

Answer: B

QUESTION 193

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. is not turned on.
- B. cable is unplugged.
- C. driver is corrupt.
- D. has not been installed on the user's computer.

Answer: D

QUESTION 194

A user has installed a new AGP video card into a new system. When the user boots the computer there is no response. The MOST likely cause of the problem is that the AGP video card:

- A. is not seated correctly.
- B. is incompatible with the computer.
- C. contains bad video memory.
- D. is bad.

Answer: A

QUESTION 195

A technician agrees to assist a co-worker with a support call. Which of the following actions should the technician take?

- A. Ask the customer to call later so the technician can talk with the co-worker about the information gathered so far.
- B. Be short, concise, and impersonal when asking questions to resolve the customer's issue quickly.
- C. Introduce yourself to the customer and apologize for repeating any questions that have already been asked.
- D. Ask the same questions in different ways to ascertain whether the customer is telling you everything that led to the problem.

Answer: C

QUESTION 196

Which of the following sequences will update the device driver for a network interface card (NIC)?

- A. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver
- B. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
- C. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update Driver
- D. Control Panel > System-Device Manager > Driver Tab > Update Driver

Answer: A

QUESTION 197

Information about a bluescreen error in Windows can be found in: (Select TWO).

- A. Windows Management Instrumentation.
- B. Computer Management.
- C. the Event Viewer.
- D. Disk Management.
- E. the first line of the bluescreen.

Answer: C,E

QUESTION 198

Which of the following is a limitation of sharing encrypted files in Windows XP Professional?

- A. Files on NTFS partitions cannot be authorized to share encrypted files.
- B. Accounts with user level privileges cannot be authorized to share encrypted files.
- C. Accounts with power user level privileges cannot be authorized to share encrypted files.
- D. Groups cannot be authorized for access to encrypted files.

Answer: D

QUESTION 199

The standard measurement of resolution in printing is:

- A. lines per millimeter.
- B. dots per inch.
- C. lines per inch.
- D. dots per millimeter.

Answer: B

QUESTION 200

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. cable is unplugged.
- B. has not been installed on the user's computer.
- C. is not turned on.
- D. driver is corrupt.

Answer: B

QUESTION 201

A user reports that the mouse pointer is behaving erratically when the mouse pointer is moved over the screen. Which of the following would be the BEST way to troubleshoot this problem?

- A. Remove the roller ball from the mouse and clean the ball and rollers.
- B. Reseat the mouse connector on the system and check for damaged pins.
- C. Re-install the mouse driver and reboot the system
- D. Use mouse properties to adjust the mouse pointer speed settings.

Answer: A

QUESTION 202

A technician is remotely connected to a customer's company computer and observes pornography stored on the customer's hard drive. The technician should:

- A. delete the pornography and instruct the customer not to store this information on the hard drive.
- B. restrict the customer's access to the data.
- C. report the incident immediately to the technician's supervisor.
- D. move the pornography to a network drive and instruct the customer that no personal information should be stored on the local hard drive.

Answer: C

QUESTION 203

It is appropriate to terminate a support call when a: (Select TWO).

- A. customer is yelling.
- B. customer requests to continue the resolution on their own.
- C. technician's shift is over.
- D. customer is satisfied or the problem is escalated.

Answer: B,D

QUESTION 204

A user reports that the system has intermittent bluescreen errors and there is a clicking noise coming from the system. Which of the following would be BEST for the technician to recommend?

- A. Run the manufacturers hard drive diagnostic program.
- B. Flash the BIOS to the most current version.
- C. Open the system and clean the inside with compressed air.

D. Reseat all external cables and reboot the system.

Answer: A

QUESTION 205

A customer has a request that cannot be accommodated due to a company policy. Which of the following would be the BEST course of action?

- A. Attempt to find an alternative solution that would be allowed.
- B. Tell the customer there is nothing that can be done.
- C. Tell the customer to contact their supervisor with the request.
- D. Escalate the call to a department supervisor.

Answer: A

QUESTION 206

Taking responsibility for a customers issue is called:

- A. customer service.
- B. ownership.
- C. resolution.
- D. status update.

Answer: B

QUESTION 207

Using a wireless sniffer, a technician discovers that several WAPs are transmitting radio signals beyond the physical boundaries of a companys location and that available bandwidth is suffering due to unauthorized wireless users. In addition to turning down the power on the WAPs, which of the following would also free up bandwidth?

- A. Deploying a 7db antenna.
- B. Installing a firmware upgrade to the WAPs.
- C. Installing a firmware upgrade to clients.
- D. Disabling SSID broadcast.

Answer: D

QUESTION 208

A small company is hiring new staff. As staff are added, each staff member receives individually configured access to the network folders they need. The company has grown and the human resources department is not able to keep up with permission assignments and modifications. The system administrator should implement a procedure for assigning new users to:

- A. groups.

- B. subnets.
- C. system folders.
- D. trees.

Answer: A

QUESTION 209

Which of the following keys should be pressed to install drivers that are not part of the default installation process in Windows XP?

- A. F12
- B. F8
- C. F2
- D. F6

Answer: D

QUESTION 210

Which of the following command line functions and utilities will provide hop count and route information?

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

Answer: C

QUESTION 211

A network administrator has implemented a secure WLAN using WEP for a department. When setting up users' computers to access the WLAN, which of the following would be required settings? (Select TWO).

- A. SSID
- B. Security ID
- C. MAC address
- D. WEP key
- E. Group ID

Answer: A,D

QUESTION 212

Windows product activation uses the Product key and Product ID to create an installation ID. Which of the following does the installation ID use to create the hardware ID?

- A. service packs and PC computer name

- B. dynamic updates and PC model number
- C. product key and PC serial number
- D. product identification and PC identifier

Answer: D

QUESTION 213

The CHKDSK /R command allows a technician to:

- A. scan and verify the versions of all protected system files using the tools default operation.
- B. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.
- C. perform an exhaustive disk check, locate bad sectors, and recover readable information.
- D. consolidate fragmented files and folders on the computers hard disk.

Answer: C

QUESTION 214

Which of the following can be used to enable or disable system services? (Select TWO).

- A. Services.msc snap-in
- B. Windows Explorer
- C. Task Manager
- D. Device Manager
- E. System Configuration Utility

Answer: A,E

QUESTION 215

The command REN will do which of the following?

- A. Remove a mapped drive.
- B. Rename a file.
- C. Remove a file.
- D. Renew an IP address.

Answer: B

QUESTION 216

Which of the following conditions is MOST likely to result in Stop Error INACCESSIBLE_BOOT_DEVICE?

- A. extended boot record (EBR)
- B. file system problems
- C. corrupt registry

D. master boot record (MBR)

Answer: B

QUESTION 217

A user reports that over time the new computer has begun operating slowly and loading documents takes longer. A technician should instruct the user to:

- A. run only one application at a time.
- B. run SCANDISK.
- C. run the disk defragmenter.
- D. disable the Windows firewall.

Answer: C

QUESTION 218

On a computer running Windows XP Professional, in which of the following locations would information about drivers that failed to load on startup be found?

- A. C:\Windows\i386\drivers\startlog.txt
- B. In the Event Viewer
- C. C:\Windows\system32\startup\log.txt
- D. In Device Manager, right click on the device > Open, > Driver tab > Advanced > Startup log

Answer: B

QUESTION 219

Which of the following commands is used to partition a hard drive?

- A. FDISK
- B. CONFIG
- C. MKDIR
- D. FORMAT

Answer: A

QUESTION 220

Which of the following would test network connectivity and create the least amount of network traffic?

- A. PING the gateway
- B. PING the loopback IP address
- C. run TRACERT to the DNS server
- D. run IPCONFIG /ALL

Answer: A

QUESTION 221

A technician receives a call from a user who purchased a new USB mouse for a computer that does not support USB technology. Which of the following will solve this problem?

- A. Add a mini-DIN (PS/2) adapter.
- B. Add a 9-pin serial port connector.
- C. Install the correct drivers.
- D. Use the Hardware Wizard to add the new hardware.

Answer: A

QUESTION 222

Which of the following would be the LAST step to take when installing a network printer?

- A. Print a blank sheet of paper.
- B. Print the test page.
- C. Ping the printer's IP address.
- D. Reboot the computer.

Answer: B

QUESTION 223

The initial problem owner is defined as the:

- A. person who receives the service request.
- B. technical support supervisor.
- C. company vice president.
- D. user with a problem.

Answer: A

QUESTION 224

While at work, a technician receives a telephone call from a customer requesting the telephone number of another technician. The customer knows the technician and would like to speak with that technician. Which of the following actions should be taken?

- A. Tell the customer that you will relay the customer's message to the technician.
- B. Give the customer the technician's personal cellular telephone number.
- C. Take a message and have a supervisor call the customer.
- D. Transfer the customer's call to the technician's home telephone.

Answer: A

QUESTION 225

A technician has provided a customer with a specific time frame for finding a solution to the customer's problem. As the deadline approaches, the technician realizes that a solution has not yet been found. Which of the following would be the BEST action to take next?

- A. Contact the customer to indicate that a solution is not available.
- B. Ask for an extension of the deadline.
- C. Continue working until a solution is found.
- D. Escalate the problem to a supervisor.

Answer: D

QUESTION 226

A user has replaced the ink cartridges in the printer and now cannot print. The technician should recommend that the user:

- A. adjust the MODE setting.
- B. adjust the RESOLUTION setting.
- C. re-install the ink cartridges.
- D. adjust the QUALITY setting.

Answer: C

QUESTION 227

A user reports that the computer has stopped displaying video. A technician observes that upon initial power-on, the computer's BIOS is issuing a beep code. Which of the following should the technician recommend?

- A. Reseat the video card.
- B. Replace the power supply.
- C. Replace the monitor.
- D. Reseat the heatsink.

Answer: A

QUESTION 228

Which of the following sequences will update the device driver for a network interface card (NIC)?

- A. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver
- B. Control Panel > System-Device Manager > Driver Tab > Update Driver
- C. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
- D. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update

Driver

Answer: A

QUESTION 229

When a technician takes ownership of a customers problem, the technician is committing to:

- A. exchange the broken device for a new one.
- B. solving the customers problem.
- C. monetary responsibility for the problem.
- D. legal responsibility for the data integrity.

Answer: B

QUESTION 230

Which of the following would be the LAST step to take when installing a network printer?

- A. Ping the printer's IP address.
- B. Reboot the computer.
- C. Print the test page.
- D. Print a blank sheet of paper.

Answer: C

QUESTION 231

A user who has a system that uses RIMM (RAMBUS) modules for memory, reports that the system will not POST and states that after opening the system the user found one of the memory slots to be empty. The system was delivered with 2 RIMM (RAMBUS) modules. A technician should tell the user that the empty slot needs to be filled with a:

- A. SIMM module.
- B. CRIMM module.
- C. RIMM module.
- D. DIMM module.

Answer: B

QUESTION 232

Which of the following describes the difference between a network hub and a network switch?

- A. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
- B. A switch has an uplink port to add another switch for expansion. A hub does not.
- C. A hub has an uplink port to add another hub for expansion. A switch does not.

D. Hubs intelligently direct traffic and switches repeat all traffic.

Answer: A

QUESTION 233

A company would like to deploy a more secure method of user authentication than usernames and passwords for access to classified material. Which of the following could be recommended?

- A. Retinal scanning
- B. Encryption
- C. Firewalls
- D. Shared secret

Answer: A

QUESTION 234

Which of the following sequences will update the device driver for a network interface card (NIC)?

- A. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver
- B. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update Driver
- C. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
- D. Control Panel > System-Device Manager > Driver Tab > Update Driver

Answer: A

QUESTION 235

A user reports that a local printer attached to the workstation is not printing properly. Three jobs appear in the print queue when the user checks Printers and Faxes and the printer display shows Ready. Which of the following should be attempted FIRST?

- A. Cancel all jobs in the print queue.
- B. Update the print driver on the user's system.
- C. Delete and recreate the printer on the user's system.
- D. Instruct the user to shut down and restart the system and attempt to print again.

Answer: A

QUESTION 236

The initial problem owner is defined as the:

- A. company vice president.

- B. technical support supervisor.
- C. user with a problem.
- D. person who receives the service request.

Answer: D

QUESTION 237

A set of rules governing access to a corporate network is known as which of the following?

- A. Rule-based authentication
- B. Security Policy
- C. Security Program
- D. Role-based Access Control (RBAC)

Answer: B

QUESTION 238

Which of the following types of replacement cable is required for a parallel printer?

- A. IEEE 1284
- B. RS-245
- C. IEEE 295
- D. IEEE 1394

Answer: A

QUESTION 239

Which of the following describes the difference between a network hub and a network switch?

- A. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
- B. Hubs intelligently direct traffic and switches repeat all traffic.
- C. A switch has an uplink port to add another switch for expansion. A hub does not.
- D. A hub has an uplink port to add another hub for expansion. A switch does not.

Answer: A

QUESTION 240

Which of the following would be a valid way for the user to access the Task Manager? (Select THREE).

- A. Right click My Computer > Properties > Task Manager
- B. Right click the Taskbar > Task Manager
- C. Press Ctrl-Shift-Esc
- D. Press Ctrl-Alt-Tab

E. Press Ctrl-Alt-Del and select Task Manager

Answer: B,C,E

QUESTION 241

Which of the following types of batteries provides the longest running time for portable devices?

- A. nickel metal-hydride (NiMH)
- B. lithium ion (Li-ion)
- C. alkaline
- D. nickel-cadmium (NiCd)

Answer: B

QUESTION 242

After gathering data, which of the following actions should a technician take next when implementing the problem-solving process?

- A. Evaluate the solution.
- B. Implement a solution.
- C. Diagnose the problem
- D. Estimate the cost of repairing the problem.

Answer: C

QUESTION 243

A user wants to change a FAT32 partition to an NTFS partition on a computer running Windows XP. Which of the following can be entered at the command line to perform this change?

- A. format [drive]: /fs:NTFS
- B. convert [drive]: /fs:NTFS
- C. convert [drive]: /v:
- D. format [drive] /f:

Answer: B

QUESTION 244

Compared to a hardware firewall, a software firewall has which of the following characteristics? (Select TWO).

- A. improved performance
- B. increased security because a user can manage settings locally
- C. decreased performance and increased security
- D. decreased security because software firewall is installed on target system

E. reduced performance

Answer: D,E

QUESTION 245

The command MD will do which of the following?

- A. Format a disk.
- B. Set the date and time.
- C. Create a directory.
- D. Map a network drive.

Answer: C

QUESTION 246

In a private enterprise environment, an employee telephones and requests that the password be reset. A technician verifies the employee's information and resets the password. Which of the following would be the BEST way to document this telephone call?

- A. Email the user's new password to the user's supervisor.
- B. Document the user's name, telephone number, the request made and the action taken.
- C. Reset password for the employee and document the new password.
- D. Document that the user requested a password reset and that the password was reset as the user requested.

Answer: B

QUESTION 247

A user reports that a USB device does not work when plugged into the ports on the flat panel video display. No errors are displayed in Device Manager and the device does not seem to be detected when plugged in, however when plugged into the front of the workstation the device works properly. The next troubleshooting step would be to:

- A. check for a firmware update for the device to support connections to an LCD panel.
- B. instruct the user to ensure there is a USB cable attached to the LCD panel from the workstation.
- C. install the latest device drivers for the USB device from the manufacturer's web site.
- D. assist the user to delete and re-install the USB root hub in Device Manager.

Answer: B

QUESTION 248

A company may use the Windows XP Professional MUI Pack because the company: (Select TWO).

- A. wants to maintain multiple operating systems.
- B. wants to deploy and maintain a single operating system standard.
- C. has users who work remotely at home offices.
- D. has offices where users who speak different languages share computers.

Answer: B,D

QUESTION 249

A computer that can host dual PCI-Express video cards is said to be:

- A. MLI ready.
- B. NVEX ready.
- C. SLI compatible.
- D. NLI compatible.

Answer: C

QUESTION 250

Encryption uses which of the following to provide data confidentiality? (Select TWO).

- A. drivers
- B. keys
- C. usernames
- D. access lists
- E. algorithms

Answer: B,E

QUESTION 251

A user who is running Windows XP Professional reports that the computer monitor stopped functioning following an installation of an updated driver for the video card and that attempts to delete and re-install the original driver have not corrected the situation. Which of the following actions would be BEST to correct this situation?

- A. Replace the video card.
- B. Use System Restore.
- C. Change the color profile.
- D. Reset the system BIOS.

Answer: B

QUESTION 252

A user reports that when trying to send files to a network printer, the file does not print and the user is asked to save the file rather than print the file. The technician should FIRST:

- A. have the user unplug the network printer, reboot the computer and resend the print job.
- B. access the user's desktop remotely and clear the print queue from the Task Bar.
- C. have the user save the print job to a file and try to send it to the printer again.
- D. ensure that the 'Print To' file box is not checked in the print menu.

Answer: D

QUESTION 253

Which of the following should be adjusted in a printers settings to ensure that the image on a computer screen most closely matches the color output of a printer?

- A. Color quality
- B. Color depth
- C. Color profile
- D. Color scheme

Answer: C

QUESTION 254

The principal tenets of security are:

- A. confidentiality, integrity and availability.
- B. configuration, identity and availability.
- C. confidentiality, integration and authentication.
- D. configuration, integration and authorization.

Answer: A

QUESTION 255

A user reports that the computer cannot connect to the network. There are currently no other problems with the network. Which of the following should the technician do FIRST?

- A. Have the user unplug and replug the power cord from the computer and restart the computer.
- B. Tell the user that the network might be down and to try connecting later.
- C. Check that the network cable is correctly attached to the network interface card (NIC).
- D. Reboot the computer into safe mode and begin a System Restore.

Answer: C

QUESTION 256

A user reports not being able to connect a new computer to a network. After verifying power and physical cabling, a technician is unable to PING the users computer. Which of the following should be checked next?

- A. CPU activity
- B. Windows firewall
- C. Default gateway
- D. DNS

Answer: B

QUESTION 257

HTTP traffic is typically associated with which of the following ports?

- A. 23
- B. 80
- C. 443
- D. 21

Answer: B

QUESTION 258

Which of the following tools in Windows XP allows users to change the startup behavior temporarily?

- A. SYSEDIT.EXE
- B. EDIT.COM
- C. CONFIG.SYS
- D. MSCONFIG.EXE

Answer: D

QUESTION 259

Which of the following folder permissions gives a user the ability to delete a folder? (Select TWO).

- A. execute
- B. delete
- C. write
- D. modify
- E. full

Answer: D,E

QUESTION 260

The CHKDSK /R command allows a technician to:

- A. consolidate fragmented files and folders on the computers hard disk.
- B. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.
- C. perform an exhaustive disk check, locate bad sectors, and recover readable

information.

D. scan and verify the versions of all protected system files using the tools default operation.

Answer: C

QUESTION 261

If a customer is not satisfied with a solution that has been offered, a technician should:

- A. recommend that the customer call back and speak with another technician.
- B. give the customer what is desired because the customer is always right.
- C. use the skills and expertise to convince the customer that the solution is appropriate.
- D. use the internal escalation process.

Answer: D

QUESTION 262

The initial problem owner is defined as the:

- A. company vice president.
- B. user with a problem.
- C. technical support supervisor.
- D. person who receives the service request.

Answer: D

QUESTION 263

A user reports that a local ink jet printer is not printing. The user has a signed driver, the printers hardware is working, ink is full, print heads are clean, and the printer is connected correctly via USB. The print queue has 20 documents waiting for the printer. Which of the following is MOST likely the cause of the problem?

- A. There is insufficient memory installed in the printer.
- B. The printer is set to offline mode in Windows XP.
- C. Windows firewall is blocking packets being sent to the printer.
- D. The print head has failed.

Answer: B

QUESTION 264

A collection of books, documents, software tools and online resources used to facilitate problem resolution is known as:

- A. a Requirements Report.
- B. a Knowledge Base.
- C. frequently asked questions (FAQ).

D. a Server Management System.

Answer: B

QUESTION 265

A user has installed the drivers for a new PS/2 keyboard. After installing the driver the keyboard no longer works. Which of the following would be the correct method for removing the updated drivers?

- A. Remove the keyboard entry from Control Panel.
- B. Update the drivers in Device Manager to the previous version.
- C. Roll back the drivers from Device Manager.
- D. Remove the driver using the keyboard applet.

Answer: C

QUESTION 266

A remote user reports being unable to access the Internet, network printers or email. Which of the following should be done to begin troubleshooting the problem?

- A. Contact a networking technician to check the status of the server.
- B. Ask the user to close and re-open all applications.
- C. Run IPCONFIG to verify that the IP settings are correct.
- D. Check the connection settings in Internet Explorer.

Answer: C

QUESTION 267

A technician using DHCP boots up a network computer, logs in and receives an error message stating, 'duplicate IP address found.' The computer completes the login process. To resolve this issue, the technician should run which of the following and then reboot the computer?

- A. NETSTAT -A
- B. IPCONFIG /RELEASE
- C. IPCONFIG /ALL
- D. PING -T

Answer: B

QUESTION 268

Which of the following is used to produce the best LCD image on a laptop?

- A. Dual scan
- B. Passive matrix
- C. Active matrix

D. Active scanning

Answer: C

QUESTION 269

An angry customer reports being unable to send or receive email after several telephone calls to technical support. The customer demands that the problem be fixed immediately because the customer's boss is waiting for a critical email. Which of the following actions should a technician take FIRST?

- A. Put the customer on hold and research the customer's previous work orders.
- B. Apologize to the customer and state that the technician will attempt to help.
- C. Transfer the call to a supervisor.
- D. Start troubleshooting the issue.

Answer: B

QUESTION 270

A user who works in a high traffic area asks whether there is a way to hide information on the screen so only the user can view the screen. Which of the following would be the BEST response for a technician to make?

- A. That the issue will need to be referred to the technician's supervisor.
- B. Privacy Screens may be ordered to serve this need.
- C. The monitor can be tilted and color phased to block out viewers.
- D. It is impossible for the monitor to only show the user the information.

Answer: B

QUESTION 271

A user reports that since the last Windows XP Home update, the sound device has stopped functioning. Which of the following can the user be instructed to do to resolve the problem?

- A. Right click on My Computer > Properties > Hardware > Driver Signing > Block
- B. Control Panel > Add/Remove Programs > Windows Components > deselect the Sound Options
- C. Right click on My Computer > Properties > System Restore > Turn On System Restore
- D. Device Manager > Sound Device > Properties > Roll Back Driver

Answer: D

QUESTION 272

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Remove share privileges.
- B. Notify all users.
- C. Defragment the computer's hard drive.
- D. Close all open files.

Answer: B

QUESTION 273

Which of the following utilities optimizes hard disk performance by scanning the system for files that are safe for removal?

- A. Disk Defragmenter
- B. Disk Management
- C. CHKDSK
- D. Disk Cleanup Wizard

Answer: D

QUESTION 274

The initial problem owner is defined as the:

- A. person who receives the service request.
- B. technical support supervisor.
- C. user with a problem.
- D. company vice president.

Answer: A

QUESTION 275

Which of the following would be reasons to defragment a hard drive? (Select TWO).

- A. Removes quarantined viruses.
- B. Optimize file system efficiency.
- C. Allows the Registry to load faster.
- D. Optimizes RAM speed.
- E. Optimize startup speed.

Answer: B,E

QUESTION 276

A user reports receiving an error message stating, 'Computer not found' when attempting to access a mapped drive on another computer in the network. The user can access other mapped drives on other computers. Which of the following may be causing the problem?

- A. The user's computer needs to be rebooted.

- B. The user's network interface card (NIC) may be disabled.
- C. The TCP/IP protocol is not functioning correctly.
- D. The remote computer may not be on.

Answer: D

QUESTION 277

When attempting to determine the source of a customers problem, which of the following would be the MOST important step when gathering information?

- A. problem-solving
- B. diagnosing
- C. troubleshooting
- D. listening

Answer: D

QUESTION 278

A user has installed a new video card that is not being recognized. It is determined that the old video adapter is on board. Which of the following should be checked FIRST to resolve this issue?

- A. Remove the new video adapter and re-install the adapter.
- B. Re-install the drivers for the new video adapter.
- C. Ensure that the old video adapter is disabled in the BIOS and Device Manager.
- D. Determine whether the new video adapter is installed properly.

Answer: C

QUESTION 279

Which of the following is used to produce the best LCD image on a laptop?

- A. Active scanning
- B. Active matrix
- C. Passive matrix
- D. Dual scan

Answer: B

QUESTION 280

A user wants to upgrade from Windows 2000 Professional to Windows XP Professional. The user has a striped set on basic disks on the existing Windows 2000 computer. Which of the following would be the FIRST thing to tell the user?

- A. Perform a clean install of Windows XP.
- B. Stripe sets on basic disks are not supported under Windows XP.

- C. Back up the data.
- D. Use the Disk Management Tool to convert the disks to dynamic.

Answer: C

QUESTION 281

A customer reports being unable to pay at an online store using a credit card. The customer starts to give the technician the customers credit card information. Which of the following actions should the technician take?

- A. Take the information and attempt to process the transaction for the customer.
- B. Write down the credit card information and shred the paper when the issue is resolved.
- C. Advise the customer not to give the technician the credit card information.
- D. Advise the customer that the customer will need to talk with a supervisor.

Answer: C

QUESTION 282

A fully qualified domain name consists of which of the following? (Select TWO).

- A. domain name
- B. MAC address
- C. NetBIOS name
- D. host name
- E. ISP name

Answer: A,D

QUESTION 283

A technician discovers that a co-worker is illegally accessing data from a customers network. Which of the following would be the BEST action for the technician to take?

- A. Inform your manager or supervisor about the observations.
- B. Tell the customer to report a security breach to their management
- C. Tell the co-worker to stop accessing customer data.
- D. Inform the local authorities that theft of intellectual property is occurring.

Answer: A

QUESTION 284

A user reports that the computer loads Windows slowly. Which of the following tools may help correct this problem? (Select TWO).

- A. IPCONFIG
- B. REGEDIT
- C. DEFRAG

- D. MSCONFIG
- E. TRACERT

Answer: C,D

QUESTION 285

A user with a computer that is running Windows XP Professional wants to encrypt a folder. When the user right clicks on the folder, goes to Properties and Advanced button there is no option to encrypt. The user does not have an encryption option because the:

- A. user does not have administrator privileges.
- B. operating system needs to be upgraded to Service Pack 2.
- C. operating system was installed on a FAT32 partition.
- D. hard drive is running out of disk space.

Answer: C

QUESTION 286

After installing a video card in a computer, the video card will only display 640 x 480 resolution. Which of the following actions should the technician take FIRST?

- A. Uninstall the video card because the card is defective.
- B. Change the frequency on the video card.
- C. Reboot the system because the operating system did not detect the video card.
- D. Install the driver associated with the video card.

Answer: D

QUESTION 287

Which of the following is an example of social engineering?

- A. Requiring users to work in open office configurations
- B. Getting user passwords by pretending to be help desk staff
- C. Teaching users to change their passwords regularly
- D. Adopting security audit procedures

Answer: B

QUESTION 288

A user reports that the CRT monitor has discolorations on the screen. Which of the following should a technician recommend that the user do FIRST?

- A. Use the Degaussing option on the monitor.
- B. Place the monitor away from the system because the system emits magnetic fields.
- C. Adjust the resolution of the screen and change the color quality depth to 32 bit.
- D. Use the factory default settings option on the monitor.

Answer: A

QUESTION 289

Which of the following commands is used to disconnect a computer's DHCP lease?

- A. IPCONFIG /FLUSHDNS
- B. IPCONFIG /RELEASE
- C. IPCONFIG /REGISTERDNS
- D. IPCONFIG /RENEW

Answer: B

QUESTION 290

In Windows XP Professional, one way to deter the installation of software by users would be to place the users in the:

- A. users group.
- B. system group.
- C. local administrator's group.
- D. power users group.

Answer: A

QUESTION 291

The PING.EXE utility is used to display the:

- A. path taken by messages between two devices on the network.
- B. results of test messages between two devices on the network.
- C. routing tables.
- D. IP network interface configuration.

Answer: B

QUESTION 292

A customer reports being unable to access email. A technician states that there are technical problems and that email is temporarily unavailable. When the customer suggests that the technician should send an email to staff advising them about the problem, the technician should:

- A. put the customer on hold and tell other technicians about the customers comments.
- B. explain to the customer in-depth how the companys email system works.
- C. politely tell the customer that this is impossible under the present circumstances.
- D. suggest that the customer take an introductory course in computer networking.

Answer: C

QUESTION 293

A user is unable to access a server on a network but can view other servers. When using NSLOOKUP, an error message stating, 'No response from server' is received. Which of the following may be causing the problem?

- A. The WINS server is off line.
- B. The DNS server is off line.
- C. The DHCP server is off line.
- D. The POP3 server is off line

Answer: B

QUESTION 294

Which of the following sequences of steps can be used to increase the amount of virtual memory (page memory) available to Windows?

- A. Start > Control Panel > System > General tab > Under Performance > Settings > Advanced tab
- B. Start > Control Panel > System > Performance tab > Under Performance > Settings > Advanced tab
- C. Start > Control Panel > System > Advanced tab > Under Performance > Settings > Advanced tab
- D. Start > Control Panel > System > Advanced tab > Startup and Recovery > Advanced tab > Settings > Advanced tab

Answer: C

QUESTION 295

A user reports recently installing several programs and now the computer which is running Windows XP Home starts slowly. Which of the following should the user be instructed to do to resolve the problem?

- A. Start > Run > type MSCONFIG > Enter > Startup > remove any unwanted applications that load with Windows
- B. Start > Run > type CMD > Enter > type SFC /SCANNOW
- C. Start > Control Panel > Add/Remove Programs > remove Windows XP Service Pack 2
- D. System Restore > create a Restore Point > Shut Down the computer.

Answer: A

QUESTION 296

While speaking with a customer on the telephone about a hardware problem, a technician realizes that the call would be best handled by another department. After asking whether the customer can be placed on hold and calling a technician in the other department, the technician introduces the customer and the other technician before hanging up. This is an

example of a:

- A. passive transfer.
- B. warm transfer.
- C. cold transfer.
- D. hot transfer.

Answer: B

QUESTION 297

A user with a computer that is running Windows XP Professional wants to encrypt a folder. When the user right clicks on the folder, goes to Properties and Advanced button there is no option to encrypt. The user does not have an encryption option because the:

- A. hard drive is running out of disk space.
- B. operating system was installed on a FAT32 partition.
- C. operating system needs to be upgraded to Service Pack 2.
- D. user does not have administrator privileges.

Answer: B

QUESTION 298

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. SMTP server address
- B. DHCP server information
- C. hostname and path name
- D. HTTP server address on Address Bar

Answer: C

QUESTION 299

While assisting a customer on the telephone, the customer questions a technicians competence. Which of the following actions should the technician take?

- A. Politely terminate the conversation and inform the supervisor.
- B. Inform the customer politely that the issue is understood and the technician is attempting to solve the problem.
- C. Place the customer on hold and walk away until the technician can speak politely.
- D. Transfer the call to another technician.

Answer: B

QUESTION 300

A user would like to install Windows XP Home without performing a clean installation.

Which of the following versions would be MOST appropriate to perform the upgrade?

- A. A retail version of Windows XP Home
- B. An upgrade version of Windows XP Professional
- C. An OEM version of Windows XP Professional
- D. An upgrade version of Windows XP Home

Answer: D

QUESTION 301

Which of the following would be the FIRST thing to attempt when troubleshooting a monitor with a wavy picture?

- A. Update the video driver.
- B. Make sure there are no devices near the monitor causing interference.
- C. Uninstall and reinstall the video driver.
- D. Replace the video driver.

Answer: B

QUESTION 302

Which of the following should a technician instruct a user to do to initiate Remote Assistance for a user running Windows XP Professional?

- A. Go to Help and Support Center > Pick a Task > Use Tools > Offer Remote Assistance
- B. Start > Programs > Administrative Tools > Remote Assistance
- C. Network Neighborhood > navigate to the users computer > right click > select Offer Remote Assistance
- D. Run Remote Desktop Connection > Select Connect to User Enter the IP address

Answer: A

QUESTION 303

A user has a computer that starts but the operating system does not load. A black screen appears with a flashing cursor and there is a message stating, Enter Password. The user does not know the password and states that the computer was purchased at a garage sale. Which of the following actions should the technician recommend?

- A. Restart to a boot floppy and run FDISK.
- B. Run a Windows password crack program.
- C. Configure jumpers on the motherboard.
- D. Restart to the Windows XP Home restore CD.

Answer: C

QUESTION 304

Which of the following printers use carbonized paper for making multipart forms?

- A. ink jet
- B. laser
- C. impact
- D. thermal

Answer: C

QUESTION 305

Which of the following services does Windows XP use to automatically connect a wireless client to an access point?

- A. 802.11g Wireless Connector
- B. Network Location Awareness
- C. Net Logon
- D. Wireless Zero Configuration

Answer: D

QUESTION 306

A user reports that the new scanner won't create a scanned image. The power light comes on and the operating system identifies the scanner manufacturer and model correctly. Which of the following may be the problem?

- A. The user did not unlock the scanning sensor mechanism.
- B. The user's video card needs new drivers installed.
- C. The computer needs more RAM.
- D. The operating system needs to be upgraded.

Answer: A

QUESTION 307

Which of the following steps should be taken to back up an individual registry key?

- A. Open the registry editor, select the key to export, select File/Export, select Save.
- B. Rename the registry file to *.bak.
- C. Open the registry editor, select File/Import, select Save.
- D. Copy the registry file to another location.

Answer: A

QUESTION 308

A user wants to upgrade to Windows 2000. Which of the following WINNT32 command switches can be run to determine whether the user's computer and software is compatible

with the new operating system?

- A. CMDCOMS
- B. COPYSOURCE
- C. DUPREPARE
- D. CHECKUPGRADEONLY

Answer: D

QUESTION 309

A technician is contacted by a user who has a laptop computer running Windows XP. The user has a second monitor connected to the laptop but the second monitor will only mirror the laptop screen. Which of the following should the technician recommend to solve this problem?

- A. Update the operating system to Service Pack 2.
- B. Restart the computer so the second monitor will be recognized.
- C. Configure the CMOS to accept the second monitor.
- D. Extend Windows desktop to the second monitor through the Display Settings.

Answer: D

QUESTION 310

During a visit to a user's desk to resolve a problem, a technician determines that disassembly of the computer is required. Which of the following would be the MOST appropriate action for the technician to take?

- A. Ask the user to disassemble the computer.
- B. Replace rather than disassemble the computer.
- C. Perform the work at the user's desk in case additional information is required from the user.
- D. Take the computer to a suitable work area after explaining why this is necessary to the user.

Answer: D

QUESTION 311

Which of the following is an example of account security policies?

- A. registry security policies
- B. software restriction policies
- C. IP security policies
- D. password policies

Answer: D

QUESTION 312

Two users will be sharing a networked Windows XP computer. The department director has requested that the computer be configured to have individual logins and that each user has the ability to have their own settings. Each user will need to start with the same basic profile. Windows XP pulls the initial profile from which of the following locations?

- A. Startup
- B. Default User
- C. All Users
- D. Administrator

Answer: B

QUESTION 313

Which of the following utilities are used to choose which programs run at startup?

- A. SETDEBUG
- B. MSCONFIG
- C. REGEDIT
- D. SFC

Answer: B

QUESTION 314

A user reports being able to access local network resources but unable to access network resources outside the local office by host name or IP address. The MOST likely cause of the problem would be an improperly configured:

- A. device driver.
- B. DNS server.
- C. gateway.
- D. WINS server.

Answer: C

QUESTION 315

An upgrade to Windows XP Professional can be successfully performed from which of the following operating systems? (Select TWO).

- A. Windows NT Workstation 4.0 SP5
- B. Windows 98
- C. Windows 2003 Server
- D. Windows 2000 Server

Answer: A,B

QUESTION 316

Which of the following slots can be used to install a graphics card? (Select TWO).

- A. EISA
- B. PCMCIA
- C. AGP
- D. PCI-X
- E. ISA

Answer: C,D

QUESTION 317

A user reports having a three button mouse but the third button is not working. The user would like to set the mouse up to utilize all three buttons. Which of the following should enable the user to do this?

- A. Configure the third button under the Accessibility Options.
- B. Try the mouse on another computer.
- C. Configure the third button through the Regional Options.
- D. Install the drivers that came with the mouse.

Answer: D

QUESTION 318

When taking a telephone call from an angry customer, which of the following would be the BEST approach to take?

- A. Hang up because the customer has no reason to be angry.
- B. Ask the customer to remain calm so a technician can concentrate on finding a solution.
- C. Use a positive, non-judgmental attitude toward the customer.
- D. Assume that the customer has little or no knowledge about computers.

Answer: C

QUESTION 319

Which of the following protocols is not routable?

- A. NetBEUI
- B. Routing Information Protocol (RIP)
- C. SPX/IPX
- D. TCP/IP

Answer: A

QUESTION 320

A company wants to implement an inexpensive method of securing data transmission

over the Internet between branch offices and headquarters. Which of the following will allow the company to do this?

- A. FTP
- B. Telnet
- C. VPN
- D. IPX/SPX

Answer: C

QUESTION 321

Which of the following services does Windows XP use to configure an 802.11x wireless connection?

- A. Browser
- B. Network Location Awareness
- C. Net Logon
- D. Wireless Zero Configuration

Answer: D

QUESTION 322

Active listening skills include which of the following? (Select THREE).

- A. Trying to understand the customers point of view.
- B. Focusing attention on a customer without letting external factors provide a distraction.
- C. Completing a customers sentences when it seems apparent what the customer is going to say.
- D. Ignoring technical information provided by the customer because customers are not typically technically proficient.
- E. Asking questions to confirm understanding of a customers statements.
- F. Ignoring a customers tone of voice because it is irrelevant to the nature of the problem.

Answer: A,B,E

QUESTION 323

A user reports that the PS/2 mouse is not working. A technician should:

- A. instruct the user to disassemble the mouse and clean the trackball.
- B. ask the user to re-install the mouse drivers.
- C. have the user check the mouse connection and reboot the computer.
- D. request that the user swap out the mouse.

Answer: C

QUESTION 324

Which of the following would be the correct location to access when enabling Driver Signature Verification?

- A. In the Security Center applet in Control Panel.
- B. In Computer Management.
- C. In Device Manager under the File menu and options.
- D. On the hardware tab in System Properties.

Answer: D

QUESTION 325

Open the Services console by: (Select TWO).

- A. selecting Start > Run > type services.msc.
- B. right clicking on My Computer > Properties > Services
- C. selecting Start > Programs > Windows Explorer > Tools > Services
- D. selecting Start > Control Panel > Administrative Tools

Answer: A,D

QUESTION 326

A user reports that a local printer attached to the workstation is not printing properly. Three jobs appear in the print queue when the user checks Printers and Faxes and the printer display shows Ready. Which of the following should be attempted FIRST?

- A. Update the print driver on the user's system.
- B. Instruct the user to shut down and restart the system and attempt to print again.
- C. Cancel all jobs in the print queue.
- D. Delete and recreate the printer on the user's system.

Answer: C

QUESTION 327

A customer is experiencing difficulty printing a document containing confidential information. A technician is able to resolve the problem quickly but needs to test the solution. Which of the following would be the BEST action for the technician to take?

- A. Ask the customer to print and inspect the document to ensure the problem is resolved.
- B. Print the document and inspect the document to ensure that the problem is resolved.
- C. Testing is not required because a technician always knows when a problem is resolved.
- D. Involve the support supervisor because of the confidential nature of the document.

Answer: A

QUESTION 328

A fully qualified domain name consists of which of the following? (Select TWO).

- A. host name
- B. MAC address
- C. NetBIOS name
- D. ISP name
- E. domain name

Answer: A,E

QUESTION 329

To implement a strong password policy, a company should stipulate that passwords must:

- A. contain at least six characters and one symbol in the second position.
- B. contain at least eight characters and one or more symbols.
- C. be chosen from a list of obscure Greek and Roman characters.
- D. be the users account name spelled backwards.

Answer: B

QUESTION 330

Which of the following steps can be used to disable the auto-restart in Windows XP?

- A. Start > Settings > Control Panel > Sound > Speech & Audio devices > Sounds & Audio devices > Advanced > Set Volume.
- B. Right click on the desktop > Properties> Settings > Advanced > Apply New Settings Without Restart
- C. Right click on My Computer > Properties > Advanced > Startup and Recovery Settings > uncheck automatically 'restart under system failure'
- D. Right click on My Computer > Properties > Advanced > User Profile Settings > change type of profile

Answer: C

QUESTION 331

A user reports that the PS/2 mouse is not working. A technician should:

- A. have the user check the mouse connection and reboot the computer.
- B. request that the user swap out the mouse.
- C. ask the user to re-install the mouse drivers.
- D. instruct the user to disassemble the mouse and clean the trackball.

Answer: A

QUESTION 332

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name
- B. DHCP server information
- C. HTTP server address on Address Bar
- D. SMTP server address

Answer: A

QUESTION 333

A user cannot access secure websites. Which of the following should a technician do?

- A. Bypass the router and connect the computer directly to the modem.
- B. Customize the security settings in the browser.
- C. Disable the software firewall.
- D. Customize the software firewall.

Answer: B

QUESTION 334

Which of the following switches is used to obtain a list of possible switches to use with a command?

- A. /?
- B. /cmd
- C. /s
- D. /switches

Answer: A

QUESTION 335

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name
- B. HTTP server address on Address Bar
- C. SMTP server address
- D. DHCP server information

Answer: A

QUESTION 336

A computer on a 25-client network is receiving an automatic private internet protocol addressing (APIPA) of 169.254.0.1. Which of the following commands would be used to

find this IP address?

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

Answer: B

QUESTION 337

Which of the following describes how to set the Read-only attribute on a folder? (Select TWO).

- A. Open the Command Prompt > type attrib r [drive:][path] > Enter
- B. Open the folder > Tool > Folder Options > General tab > Read-only > OK
- C. Right-click the folder > Properties > General tab > Attributes > select Read-only > OK
- D. Open the Command Prompt > type attrib +r [drive:][path] > Enter
- E. Right-click the folder > Properties > Security tab > select the username from the list > Permissions > clear the box labeled Read > OK

Answer: C,D

QUESTION 338

When trying to access a computer using a Remote Desktop Connection, a technician receives an error message stating, "The specified remote computer could not be found. Which of the following must be verified to resolve the problem?

- A. The computer name or IP Address is correct.
- B. The computer is set to accept Remote Desktop Connections.
- C. The computer is in the HCL.
- D. The network interface card (NIC) is operating correctly.

Answer: A

QUESTION 339

A technician is searching a knowledge base for the correct method of removing a virus. The knowledge base states that the key: HKEY_LOCAL_MACHINE\MICROSOFT\SOFTWARE\CURRENTVERSION\PAK needs to be deleted. Which of the following should the technician use to delete the key?

- A. REGEDIT
- B. EVENTVIEWER
- C. DEBUG
- D. MSCONFIG

Answer: A

QUESTION 340

A user reports that the Windows update function will not run on the computer but the Internet can be accessed. The user is running an original version of Windows XP Professional. Which of the following is MOST likely the cause?

- A. The user has not applied at least Service Pack 1 to their system.
- B. The user does not know what site to access for the updates.
- C. The user has not registered the copy of Windows.
- D. The user needs to flush the DNS cache.

Answer: A

QUESTION 341

A user with a computer running Windows XP Professional has installed a modem and rebooted. A bluescreen error results on reboot. Which of the following actions should be taken?

- A. Reboot to the Windows XP Professional install CD, access the Recovery Console, delete the new modem driver and reboot.
- B. Reboot, press the F8 key and select Last Known Good Configuration.
- C. Shutdown the computer, remove the modem, install a modem certified to work with Windows XP Professional and reboot.
- D. Reboot and run the disk repair utility CHKDSK.

Answer: B

QUESTION 342

In an enterprise environment, a technician receives a telephone call from a user who is having difficulty with a company laptop. The technician does not know how to resolve the problem. Which of the following should the technician do?

- A. Inform the user that the technician cannot support the issue and to try calling a different location.
- B. Ask to place the user on hold and consult with another technician or a supervisor.
- C. Request that the user call the second level support.
- D. Inform the user to call the laptops manufacturer directly.

Answer: B

QUESTION 343

A computer that can host dual PCI-Express video cards is said to be:

- A. NLI compatible.
- B. NVEX ready.
- C. SLI compatible.

D. MLI ready.

Answer: C

QUESTION 344

When using an ink jet printer, a user reports that some colors seem to be missing intermittently. Which of the following is MOST likely the cause of the problem?

- A. The print head is clogged.
- B. An incorrect paper type is being used.
- C. The printer needs to be calibrated.
- D. There is a problem with the document being printed.

Answer: A

QUESTION 345

A customer has a heavy accent and a technician is having difficulty understanding the customer. Which of the following would be the BEST way to handle this call? (Select TWO).

- A. Tell the customer that it is not possible to understand what the customer is trying to say and close the call.
- B. Tell the customer patiently that the technician is having difficulty understanding the customer and ask the customer to speak slowly.
- C. Tell the customer that the customer will be transferred to someone who understands his accent.
- D. Paraphrase what the customer is saying frequently to gain understanding.
- E. Ask the customer where the customer is from and give the customer the telephone number for local support in that area.

Answer: B,D

QUESTION 346

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 700MB.
- B. 9.4GB.
- C. 4.7GB.
- D. 2.1GB.

Answer: B

QUESTION 347

In the Windows Registry, the root key that stores the user-specific information for the currently logged on user is:

- A. HKEY_Local_Machine.
- B. HKEY_Current_User.
- C. HKEY_Users.
- D. HKEY_Classes_Root.

Answer: B

QUESTION 348

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Remove share privileges.
- B. Close all open files.
- C. Notify all users.
- D. Defragment the computer's hard drive.

Answer: C

QUESTION 349

A user has installed a new parallel scanner and when attempting to scan a picture, the scanner does not scan and no error message is provided. A technician should instruct the user to:

- A. press Ctrl+Alt+Del when the computer stops responding.
- B. configure the parallel port correctly in the BIOS.
- C. uninstall the scanner driver and re-install with the typical settings.
- D. right click on My Computer > Properties > System Restore > Restore My Computer to an Earlier Time.

Answer: B

QUESTION 350

After a reinstall of Windows XP, a user reports being able to choose between two installations of Windows XP in the startup path. Which of the following can be done to remove the invalid Windows XP startup path?

- A. Modify WIN.INI
- B. Modify BOOT.INI
- C. Modify SYSTEM.INI
- D. Modify startup in MSCONFIG

Answer: B

QUESTION 351

Which of the following is a commonly used encryption scheme for wireless networks?

- A. MS-CHAP
- B. WEP
- C. IPSEC
- D. IKE

Answer: B

QUESTION 352

Which of the following modes should be configured to attach a computer to a wireless network that utilizes an access point?

- A. peer-to-peer
- B. Internet Connection Sharing
- C. infrastructure
- D. Ad hoc

Answer: C

QUESTION 353

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 700MB.
- B. 4.7GB.
- C. 2.1GB.
- D. 9.4GB.

Answer: D

QUESTION 354

Which of the following types of batteries provides the longest running time for portable devices?

- A. lithium ion (Li-ion)
- B. nickel metal-hydride (NiMH)
- C. nickel-cadmium (NiCd)
- D. alkaline

Answer: A

QUESTION 355

In terms of firewalls, which of the following ports needs to be open for FTP access? (Select TWO).

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

- D. 25
- E. 20

Answer: B,E

QUESTION 356

Which of the following commands allows navigation of the paths between directories?

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

Answer: A

QUESTION 357

A user reports that it takes a long time to boot up in Windows XP and that there are a lot of icons appearing in the right lower side of the Task Bar. Which of the following tools can be used to minimize startup time?

- A. DEBUG
- B. SCANDISK
- C. DEFRAG
- D. MSCONFIG

Answer: D

QUESTION 358

A user reports that when attempting to logon to the computer, an error message appears stating, 'No network connection, would you like to log on to the machine locally?' The user selected OK and was able to get to the desktop. The user then restarted the computer with the same results. The user's IP address appears as 169.254.0.1. A technician should ask the user to:

- A. check whether the light next to the network interface card (NIC) port is blinking.
- B. restart the computer and determine whether the computer makes a single beep on start up.
- C. press F2 after restarting the computer to determine whether the NIC is still enabled in the BIOS.
- D. restart the computer and listen carefully for any unusual noises like clicking or grinding.

Answer: A

QUESTION 359

The alternative to assigning IP addresses manually is to assign them using:

- A. DNS.
- B. DHCP.
- C. SMTP.
- D. FTP.

Answer: B

QUESTION 360

A user has a computer running Windows 95 on a computer with Pentium 1.3GHz, 128MB of ram, and 20GB hard drives and would like to upgrade to Windows XP. Which of the following information should the user be given?

- A. Windows XP requires a minimum of 256MB of memory.
- B. Windows XP has to run on a Pentium 2GHz.
- C. Windows XP requires at least a 40GB hard drive.
- D. Windows 95 cannot be upgraded to Windows XP.

Answer: D

QUESTION 361

Which of the following printers uses heat to fuse the toner onto the printed page?

- A. ink jet
- B. laser
- C. impact
- D. solid ink

Answer: B

QUESTION 362

Which of the following commands are used to create folders in a command prompt?

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

Answer: B

QUESTION 363

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 4.7GB.
- B. 2.1GB.
- C. 700MB.

D. 9.4GB.

Answer: D

QUESTION 364

A user running Windows 2000 reports that the password is no longer working. Which of the following actions should the technician take next?

- A. Ask the user what new password they would like.
- B. Reset the users password to default.
- C. Ask the user to check whether the Caps Lock button is on.
- D. Instruct the user to reboot the computer.

Answer: C

QUESTION 365

A user reports that the computer is no longer displaying video. The user can see the boot-up screen but the video disappears while loading Windows. Which of the following actions may resolve the problem?

- A. Replace the video card.
- B. Reinstall the video driver from safe mode.
- C. Reseat the processor and memory.
- D. Replace the motherboard.

Answer: B

QUESTION 366

A technician receives a telephone call from a customer who says that a cord from the back of the computer fell off and that they are unsure where the cord belongs. Which of the following would be the FIRST thing for the technician to do?

- A. Tell customer that the problem is not serious and not to worry.
- B. Tell the customer that the call was unnecessary and they should plug the cord into the slot that matches the end of the unattached cord.
- C. Explain that this is a safety hazard because the cord is on the floor and may cause an electrical shock.
- D. Ask the customer questions to help determine which cord is unattached.

Answer: D

QUESTION 367

A user wants to access work email from home. Which of the following protocols will allow a user to read and write emails while the emails are on the server?

- A. PPTP

- B. IMAP
- C. MAPI
- D. SMTP

Answer: B

QUESTION 368

Which of the following files should be run to install the Recovery Console in a computer running Windows XP Professional?

- A. [cd-rom drive letter]:\i386\winnt32.exe /cmdcons
- B. [cd-rom drive letter]:\i386\winnt32.exe /cmd
- C. [cd-rom drive letter]:\i386\winnt32.exe /copysource
- D. [cd-rom drive letter]:\i386\winnt32.exe /dupprepare

Answer: A

QUESTION 369

A user reports that the PS/2 mouse is not working. A technician should:

- A. instruct the user to disassemble the mouse and clean the trackball.
- B. request that the user swap out the mouse.
- C. ask the user to re-install the mouse drivers.
- D. have the user check the mouse connection and reboot the computer.

Answer: D

QUESTION 370

A users laser printer is generating faded printouts. A technician should instruct the user to:

- A. check the network connection to the printer.
- B. check the toner cartridge.
- C. replace the paper in the tray.
- D. replace the blank ink cartridge.

Answer: B

QUESTION 371

Which of the following groups in a domain in Windows 2000 have access to a shared folder by default unless it is removed?

- A. Everyone
- B. Server Operators
- C. All Users
- D. Account Operators

Answer: A

QUESTION 372

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. a 6 pin round cable.
- B. a 40 pin ribbon cable.
- C. a 34 pin ribbon cable.
- D. an 80 pin ribbon cable.

Answer: B

QUESTION 373

A user has a computer running Windows XP Professional and has started getting bluescreen general protection fault errors. The user has written the address each time the error has occurred and the address of each error is the same. Which of the following is MOST likely the problem?

- A. A memory module has failed.
- B. The CPU is beginning to fail.
- C. A video card is not releasing memory correctly.
- D. A program is not releasing memory correctly.

Answer: A

QUESTION 374

A technician needs to use Remote Assistance with a user. The user is asked to use an email application to send the technician an invitation to remotely access the user's computer. The email application has not been configured in the user's computer. Which of the following would be another way for the user to send the Remote Assistance invitation?

- A. Configuring the Windows Firewall exceptions.
- B. Configuring My Network Places.
- C. Using Windows Messenger.
- D. Using Internet Explorer.

Answer: C

QUESTION 375

Encrypting File System (EFS) can be used with Windows XP Professional when:

- A. upgrading from Windows 98 to Windows XP Home.
- B. configuring a computer that contains both Windows 2000 and XP Professional.

- C. using only NTFS file system.
- D. upgrading from Windows 2000 to Windows XP Professional.

Answer: C

QUESTION 376

After troubleshooting a problem on a customers computer, which of the following would be the BEST action to take?

- A. Tell the customer how the problem was solved.
- B. Document the steps that were followed to arrive at a solution.
- C. Do not share the information with anyone.
- D. Tell all co-workers how the problem was solved.

Answer: B

QUESTION 377

A user reports that none of the print jobs sent to a network printer are printing. The technician should tell the user that the:

- A. printer cartridge needs to be replaced.
- B. various jobs in the print queue must be deleted.
- C. first job in the print queue needs to be deleted.
- D. printer driver needs to be re-installed.

Answer: C

QUESTION 378

A user has installed the drivers for a mouse. After installing the driver, the mouse has stopped responding. Which of the following would be the correct method for uninstalling the new driver?

- A. Remove the mouse entry in Device Manager.
- B. Roll Back the driver from Device Manager.
- C. Re-install the previous driver in Control Panel.
- D. Remove the driver in the Mouse applet.

Answer: B

QUESTION 379

A user reports not being able to find the port on the back of a new scanner to insert the USB cable that was attached to the old scanner. Which of the following should the technician recommend?

- A. Install the scanner on a different computer.
- B. Install a SCSI card.

- C. Return the scanner to the store where it was purchased.
- D. Consult the manual to determine the type of interface needed.

Answer: D

QUESTION 380

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. is not turned on.
- B. cable is unplugged.
- C. driver is corrupt.
- D. has not been installed on the user's computer.

Answer: D

QUESTION 381

In Windows 2000, the command to create a set of boot disks is:

- A. makeboot a:
- B. format a:
- C. sys a:
- D. copy a:

Answer: A

QUESTION 382

A technician must install an application on a computer that has multiple users. The technician is the administrator of the computer. After installing the application, the other users report not having a shortcut to the program. Which of the following would be the BEST way to correct this?

- A. Copy the shortcut from the Administrator to each individual user's profile.
- B. Copy the shortcut from the Administrator to the roaming profile.
- C. Copy the shortcut from the Administrator to the All Users profile.
- D. Copy the shortcut from the Administrator to the Default Users profile.

Answer: C

QUESTION 383

A user reports that after starting the computer, the message, NTLDR is missing, press any key to restart appears on the screen. Which of the following would be the FIRST step to take to help the user?

- A. Call a co-worker for help.

- B. Ask the user to check for a virus.
- C. Ask the user to press the Enter key on the keyboard.
- D. Ask the user to check for removable disks.

Answer: D

QUESTION 384

Which of the following represents the strongest password?

- A. fe)okLk*1
- B. passw0rd1
- C. 12345678
- D. abracadabra

Answer: A

QUESTION 385

Which of the following would be the LAST step to take when installing a network printer?

- A. Reboot the computer.
- B. Print the test page.
- C. Print a blank sheet of paper.
- D. Ping the printer's IP address.

Answer: B

QUESTION 386

A customer recently purchased a new computer and has been experiencing trouble. The customer is on the telephone with a technician for the fourth time and is frustrated by the number of problems with the computer. The technician should:

- A. tell the customer that there is nothing wrong with the computer and suggest that the customer enroll in a computer training course.
- B. advise the customer that the computer is defective and needs to be returned.
- C. advise the customer that these problems are common to lower-end computers and suggest that the customer should have purchased a more expensive machine.
- D. tell the customer that frustration is understandable and assure the customer that the technician will try to resolve the problems.

Answer: D

QUESTION 387

Which of the following would be a valid automatic private internet protocol addressing (APIPA) assignment?

- A. IP address 169.254.0.1; Subnet Mask 255.255.0.0
- B. IP address 192.168.10.0; Subnet Mask 255.255.255.0
- C. IP address 10.254.250.0; Subnet Mask 255.0.0.0
- D. IP address 172.16.25.0; Subnet Mask 255.255.0.0

Answer: A

QUESTION 388

Which of the following actions should be taken to share a folder on a computer running Windows XP Home?

- A. Right click on My Computer > Make Available Offline
- B. Right click on the folder > Sharing and Security > Share this folder on the Network.
- C. Right click on My Computer > Map Network Drive
- D. Right click on My Computer > Sharing and Security > Map this on the Network

Answer: B

QUESTION 389

Which of the following may need to be adjusted in a color printers options to enable the printing of a documents background colors?

- A. Page orientation
- B. Print quality
- C. Page setup
- D. Font settings

Answer: B

QUESTION 390

A user reports that the computer is running slowly. After running the SFC, a technician observes that the dllcache folder has become corrupted. Which of the following utilities can be run to repair the contents of the dllcache directory?

- A. SFC
- B. HyperTerminal
- C. FORMAT
- D. DEFRAG

Answer: A

QUESTION 391

A user suspects that a recently installed program overwrote a Windows system file on the computer. Which of the following commands could be run to check and verify the system files?

- A. sfc /scannow
- B. system /v
- C. winnt /s
- D. chkdsk /f

Answer: A

QUESTION 392

A user has upgraded to Windows XP and now cannot run an application that previously worked in Windows 95. Which of the following steps may be taken to correct this problem?

- A. Revert the partition on the disk to FAT32 using the Disk Management utility.
- B. Use CHKDSK to examine the hard disk for errors.
- C. Use the SFC utility to install support files for Windows 95.
- D. Use the Program Compatibility Wizard to set the Compatibility Mode for the application to Windows 95.

Answer: D

QUESTION 393

On the first attempt at logging in to a corporate server which has been accessed successfully many times, an error message appears stating that the credentials supplied do not allow access to this server. Which of the following is MOST likely the cause?

- A. account has been locked
- B. mis-typed username and/or password
- C. account has expired
- D. server is down

Answer: B

QUESTION 394

The command line option to convert a basic disk to a dynamic disk is:

- A. CONVERT
- B. FORMAT
- C. FDISK
- D. DISKPART

Answer: D

QUESTION 395

Which of the following system utilities can be used to replace missing or corrupt system files?

- A. File Import Manager
- B. SFC
- C. File Management
- D. System Configuration

Answer: B

QUESTION 396

A network administrator has implemented a secure WLAN using WEP for a department. When setting up users' computers to access the WLAN, which of the following would be required settings? (Select TWO).

- A. MAC address
- B. WEP key
- C. SSID
- D. Security ID
- E. Group ID

Answer: B,C

QUESTION 397

Thermal Transfer is a method by which:

- A. a laser beam scans back and forth across an imaging drum to transfer an image to paper.
- B. pigments and dyes are transferred from a carrier or ribbon to the paper.
- C. thermal wax is transferred from a carrier or ribbon to capture an image from the paper.
- D. dye-infusion is transferred from a carrier or ribbon to capture an image from the paper.

Answer: B

QUESTION 398

A user reports that the computer is running slowly. This problem may have occurred because the user:

- A. needs to update the virus definition software.
- B. has 60% free space on the hard drive.
- C. has 100 megabytes of documents in the My Documents folder.
- D. has over 300,000 files in the Temporary Internet folder.

Answer: D

QUESTION 399

Which of the following is the protocol that Windows Active Directory uses for sharing information with other types of networks?

- A. HTTPS
- B. LDAP
- C. WINS
- D. DNS

Answer: B

QUESTION 400

Which of the following should a technician avoid when attempting to solve a customers problem?

- A. Using analogies and examples.
- B. Using remote software with diagrams, graphs, and charts.
- C. Limiting the message to need-to-know information.
- D. Using technical language to answer questions.

Answer: D

QUESTION 401

An internal user has deleted a file named, pagefile.sys and is concerned this deletion may affect the computer. The user should be instructed to:

- A. reboot the computer because Windows automatically generates a new page file.
- B. reformat the hard drive and reinstall Windows.
- C. back up all data, reboot the computer and notify a desktop technician.
- D. add a new hard drive, format the drive and install Windows.

Answer: A

QUESTION 402

Which of the following utilities would be used to scan for hardware changes to detect a recently installed component?

- A. System Restore
- B. Device Manager
- C. System Information
- D. Dr. Watson

Answer: B

QUESTION 403

A black exclamation point on a yellow field in Windows XPs Device Manager means that:

- A. the device is currently disabled.
- B. Windows has finished downloading an update for the driver.

- C. the device is manually configured.
- D. the device is in a problem state.

Answer: D

QUESTION 404

In Windows XP, which of the following tools is used to partition a new hard drive?

- A. Computer Management
- B. Device Manager
- C. Drive Management
- D. Disk Management

Answer: D

QUESTION 405

A technician needs to connect to a users desktop using Remote Assistance but is unable to connect and the invitation keeps timing out. Which of the following ports must be open (e.g. not blocked by a firewall) to allow Remote Assistance?

- A. TCP port 21
- B. TCP port 3389
- C. TCP port 80
- D. TCP port 3359

Answer: B

QUESTION 406

A user reports that a local printer attached to the workstation is not printing properly. Three jobs appear in the print queue when the user checks Printers and Faxes and the printer display shows Ready. Which of the following should be attempted FIRST?

- A. Instruct the user to shut down and restart the system and attempt to print again.
- B. Update the print driver on the user's system.
- C. Cancel all jobs in the print queue.
- D. Delete and recreate the printer on the user's system.

Answer: C

QUESTION 407

When using a Telnet connection, users understand that Telnet:

- A. is a very slow network protocol.
- B. should only be used on mainframes.
- C. transmits data in clear text.
- D. should only be used for email.

Answer: C

QUESTION 408

A technician is approached by a person claiming to be a new employee who asks several questions about how the company's network is configured. When the technician reports the incident to the supervisor, the supervisor discovers that the person is not an employee. The technician has been a victim of:

- A. identify theft.
- B. social engineering.
- C. mistaken identity.
- D. terrorism.

Answer: B

QUESTION 409

Which of the following is the FIRST step in the problem-solving process?

- A. Identify the problem.
- B. Analyze the facts related to the problem.
- C. Develop a solution.
- D. Propose a solution.

Answer: A

QUESTION 410

A customer reports that an application was supposed to be installed on the computer but wasn't. After asking several questions, a technician realizes that the application was installed but a shortcut was not installed on the desktop. When the customer expresses embarrassment at not realizing this, the technician should:

- A. recommend that the customer take an introductory computer course.
- B. maintain a positive attitude and tone of voice and close the call.
- C. laugh and tell the customer that others have done the same thing.
- D. hang up and go on to the next call.

Answer: B

QUESTION 411

DNS matches which of the following to an IP address?

- A. NetBIOS name
- B. MAC address
- C. host name
- D. loopback address

Answer: C

QUESTION 412

Which of the following describes the difference between a network hub and a network switch?

- A. A switch has an uplink port to add another switch for expansion. A hub does not.
- B. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
- C. Hubs intelligently direct traffic and switches repeat all traffic.
- D. A hub has an uplink port to add another hub for expansion. A switch does not.

Answer: B

QUESTION 413

A user reports having no network connection and icons that are too large. A technician checks the previous log which advised the user to do a clean re-installation of Windows XP. When checking Device Manager, a yellow exclamation mark that says 'PCI bus' is observed. The technician should advise the user to FIRST install the:

- A. latest service pack.
- B. chipset driver.
- C. network driver.
- D. graphics driver.

Answer: B

QUESTION 414

Which of the following is an example of a possible social engineering attack?

- A. A caller posing as a company vice president reports a problem with the username/password combination and requests a password reset.
- B. An unauthorized device is installed by a rogue administrator to capture network traffic.
- C. A co-worker watches a user enter the password and later the co-worker logs in as that user.
- D. An infected computer is used to send email containing viruses or spam.

Answer: A

QUESTION 415

A technician discovers a company employee using peer-to-peer file sharing software to download music on a company computer. Which of the following would be the BEST action for the technician to take?

- A. Uninstall the program.

- B. Tell the employee to uninstall the program.
- C. Delete the copyrighted material.
- D. Notify the supervisor.

Answer: D

QUESTION 416

Which of the following commands is used to check for and replace corrupt Windows files?

- A. SFC /F
- B. SFC /SCANNOW
- C. SFC /F:SCAN
- D. SFC /FILESCAN

Answer: B

QUESTION 417

A company's president has decided that senior management should have greater system access privileges than other staff but not administrator privileges. To accomplish this, senior management can be assigned to which of the following groups?

- A. Power Users
- B. System Users
- C. NTFS Users
- D. Executive Users

Answer: A

QUESTION 418

Which of the following types of batteries provides the longest running time for portable devices?

- A. nickel-cadmium (NiCd)
- B. alkaline
- C. lithium ion (Li-ion)
- D. nickel metal-hydride (NiMH)

Answer: C

QUESTION 419

The CHKDSK /R command allows a technician to:

- A. perform an exhaustive disk check, locate bad sectors, and recover readable information.
- B. consolidate fragmented files and folders on the computer's hard disk.

- C. scan and verify the versions of all protected system files using the tools default operation.
- D. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.

Answer: A

QUESTION 420

A user with a computer running Windows XP SP1 is unable to connect a new laptop to the WPA encrypted wireless network. Under View Available Wireless Networks, the user can see the network SSID but cannot connect. Which of the following should be recommended to the user?

- A. Edit the preferences of the Windows firewall.
- B. Turn off any anti-virus software that is running.
- C. Upgrade to Windows XP SP2.
- D. Update the device drivers for the Bluetooth adapter.

Answer: C

QUESTION 421

Which of the following actions should a technician take FIRST if unable to PING a server by the servers host name?

- A. Check the lmhost file.
- B. PING the servers IP Address
- C. PING the Domain Name Server.
- D. Run a TRACERT to the server host name.

Answer: B

QUESTION 422

The purpose of data encryption is to provide which of the following?

- A. Authorization
- B. Integrity
- C. Confidentiality
- D. Authentication

Answer: C

QUESTION 423

Which of the following customer service skills would be essential for a technical support technician to have? (Select THREE).

- A. listening
- B. independence

- C. awareness of industry trends
- D. problem solving
- E. focus
- F. using industry terminology correctly

Answer: A,D,E

QUESTION 424

Technicians are reporting that because staff are restricted to user level accounts, the technicians must ask users to log off, log on using an administrator account then have the user log on again to see whether a problem has been fixed. Which of the following procedures will solve this problem?

- A. using the RunAs program
- B. using the RunAdmin.bat program
- C. using the Microsoft Baseline Security Analyzer (MBSA) initially to upgrade the user to Admin
- D. disabling file encryption

Answer: A

QUESTION 425

Which of the following converts numeric IP addresses to user-friendly names?

- A. NNTP
- B. HTTP
- C. DNS
- D. FTP

Answer: C

QUESTION 426

A customer is having difficulty installing a secondary hard drive and calls the technician for assistance. The technician should:

- A. explain to the customer the benefits of RAID and suggest that the customer consider installing SCSI hard drives in a RAID configuration.
- B. ask the customer to explain the need for a secondary hard drive when the primary drive should be large enough to hold all the data.
- C. assist the customer to determine the correct jumper settings for the hard drives, verify that the data and power cables are correctly connected, and confirm that both drives are recognized by the BIOS.
- D. describe in detail how the computer determines the primary and secondary drives so the customer can make the proper jumper settings.

Answer: C

QUESTION 427

One way to increase the security of a wireless network involves:

- A. installing access points.
- B. disabling WEP.
- C. enabling SSID broadcasts.
- D. MAC filtering.

Answer: D

QUESTION 428

Which of the following in Windows 2000 is a registry editor that allows changes to be made but does not allow a search of the keys?

- A. MSCONFIG
- B. EDIT
- C. REGEDIT
- D. REGEDT32

Answer: D

QUESTION 429

Which of the following files collects information about installed hardware and passes it to NTLDR?

- A. NTBOOTDD.SYS
- B. NTDETECT.COM
- C. BOOT.INI
- D. POST

Answer: B

QUESTION 430

In Windows XP, the Windows Firewall needs to be enabled but the only option available is Internet Connection Firewall. Which of the following can be done to install Windows Firewall?

- A. Install Windows Firewall from the installation CD.
- B. Install Windows XP SP2.
- C. Run System File Checker to extract Windows Firewall from the CD.
- D. Run the Computer Management snap-in.

Answer: B

QUESTION 431

A user reports a low performance problem. The users computer is running with 128MB of RAM and the user doesnt want to purchase additional memory. Which of the following changes on the Performance Options would be BEST for the user?

- A. Adjust for best appearance.
- B. Adjust for best performance.
- C. Reduce the memory refresh rate.
- D. Decrease Virtual Memory size.

Answer: B

QUESTION 432

An angry customer is reporting problems with a computer. Which of the following would be the FIRST step to take?

- A. Tell the customer there is nothing to worry about.
- B. Ask the support supervisor to take the call.
- C. Let the customer express frustration without interrupting.
- D. Tell the customer to calm down.

Answer: C

QUESTION 433

Which of the following devices will not load when Windows XP Home is running in Safe Mode? (Select TWO).

- A. CD-ROM
- B. modem
- C. floppy drive
- D. audio device

Answer: B,D

QUESTION 434

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. Replace the battery by purchasing a new battery from the manufacturer.
- C. Stop using the battery and use alternating current (AC) power for the laptop.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Answer: B

QUESTION 435

Which of the following types of batteries provides the longest running time for portable devices?

- A. nickel metal-hydride (NiMH)
- B. alkaline
- C. nickel-cadmium (NiCd)
- D. lithium ion (Li-ion)

Answer: D

QUESTION 436

Which of the following is a system integrated security feature in Windows XP SP2? (Select TWO).

- A. Encrypting File System
- B. System Update Checker
- C. Windows Firewall
- D. Automatic Updates
- E. Microsoft Baseline Security Analyzer (MBSA)

Answer: C,D

QUESTION 437

A fully qualified domain name consists of which of the following? (Select TWO).

- A. host name
- B. MAC address
- C. ISP name
- D. domain name
- E. NetBIOS name

Answer: A,D

QUESTION 438

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 AC adaptor by purchasing a new adapter from the manufacturer.
- C. Replace the battery by purchasing a new battery from the manufacturer.
- D. Stop using the battery and use alternating current (AC) power for the laptop.

Answer: C

QUESTION 439

Which of the following would be the correct location to access when enabling Driver Signature Verification?

- A. In Device Manager under the File menu and options.
- B. On the hardware tab in System Properties.
- C. In Computer Management.
- D. In the Security Center applet in Control Panel.

Answer: B

QUESTION 440

Which of the following should a technician avoid when dealing with a difficult customer? (Select TWO).

- A. Listening actively.
- B. Letting the customer talk about the frustrations.
- C. Placing the customer on hold and notifying a supervisor.
- D. Downplaying the extent of a customer's problem and begin solving the problem.
- E. Restating the customer's problem and gaining agreement.
- F. Beginning active problem solving.

Answer: C,D

QUESTION 441

Which of the following ports must be opened on Windows firewall to allow HTTP connections to Internet Information Services (IIS) on a Windows XP Professional desktop?

- A. 25
- B. 21
- C. 80
- D. 443

Answer: C

QUESTION 442

Several attempts are made to PING a computer but the replies are not successful. Which of the following may be the cause?

- A. computer firewall
- B. network interface card (NIC) TX/RX lights are flashing
- C. inadequate page file
- D. Show Icon in Notification Area is unchecked in LAN properties

Answer: A

QUESTION 443

Which of the following would be the BEST example of a strong password?

- A. pass1word
- B. Pass7WORD!
- C. !password
- D. PassWORD

Answer: B

QUESTION 444

Before implementing smart cards in an organization, which of the following has to be deployed first?

- A. Kerberos
- B. Distributed File System (DFS)
- C. Public Key Infrastructure (PKI)
- D. SSL

Answer: C

QUESTION 445

A user with a computer that is running Windows XP Professional wants to encrypt a folder. When the user right clicks on the folder, goes to Properties and Advanced button there is no option to encrypt. The user does not have an encryption option because the:

- A. hard drive is running out of disk space.
- B. operating system was installed on a FAT32 partition.
- C. user does not have administrator privileges.
- D. operating system needs to be upgraded to Service Pack 2.

Answer: B

QUESTION 446

A technician receives a call from a customer whose computer is not working. The customer explains that while trying to install new RAM, the customer felt a static shock. The technician should:

- A. inform the customer where a grounding strap can be purchased prior to performing upgrades in the future.
- B. listen to the customer, attempt to diagnose the extent of the damage and educate the customer about the dangers of electrostatic discharge (ESD).
- C. advise the customer against performing their own upgrades and recommend that the customer contact a professional for future work.
- D. tell the customer that there is nothing that can be done and explain the hazards and

dangers of ESD.

Answer: B

QUESTION 447

A computer that can host dual PCI-Express video cards is said to be:

- A. MLI ready.
- B. NVEX ready.
- C. NLI compatible.
- D. SLI compatible.

Answer: D

QUESTION 448

To launch Device Manager in Windows XP, click Start, Run and type:

- A. DVCMGR.EXE
- B. DEVMGR.SVC
- C. DEVMGR.EXE
- D. DEVMGMT.MSC

Answer: D

QUESTION 449

Windows XP employs which of the following access control methods?

- A. Rule-based Access Control (RBAC)
- B. Discretionary Access Control (DAC)
- C. Role-based Access Control (RBAC)
- D. Mandatory Access Control (MAC)

Answer: B

QUESTION 450

Which of the following can issue a Remote Assistance Invitation?

- A. Network Administrators only.
- B. The person requesting assistance only.
- C. The person requesting or the person offering assistance.
- D. The person offering assistance only.

Answer: C

QUESTION 451

Which of the following is the minimum percentage of free space needed to run disk

defragmenter?

- A. 10
- B. 15
- C. 25
- D. 5

Answer: B

QUESTION 452

A user is experiencing slower than normal performance on a computer running Windows XP Professional. The user has rebooted the computer several times, is on a closed network with no Internet access and all accounts are created as limited user accounts. Which of the following actions should be recommended to the user?

- A. Reboot the computer again.
- B. Reinstall the operating system.
- C. Run SCANDISK and CHKDSK utilities.
- D. Run the Disk Cleanup utility.

Answer: D

QUESTION 453

A user reports that jobs for a network printer are stuck in the print queue and will not print. The user has checked the printer display and the display shows Ready. Which of the following should be attempted FIRST?

- A. Update the print driver on the users system.
- B. Delete and recreate the printer on the users system.
- C. Restart the print spooler on the system hosting the printer.
- D. Instruct the user to shut down and restart the system and attempt to print again.

Answer: C

QUESTION 454

To remove the read-only attribute on a file at the command prompt, which of the following commands should be entered?

- A. attrib [filename] -h
- B. attrib [filename] -a
- C. attrib [filename] -r
- D. attrib [filename] -s

Answer: C

QUESTION 455

The SSID broadcast feature on an 802.11g WAP used for corporate access has been disabled but unauthorized users can still see the SSID and connect at will. Which of the following may be the cause?

- A. The SSID is not needed for access to the wireless LAN.
- B. 802.11g management frames are sent in clear text.
- C. 802.11g does not require an SSID.
- D. After capturing 10,000 packets unauthorized users can decrypt the SSID.

Answer: B

QUESTION 456

A supervisor reports that the departments network laser printer has been jamming repeatedly even though the paper jams are thoroughly cleared. Which of the following may correct this problem?

- A. Replace the paper feed trays.
- B. Turn the printer off for several hours to cool down completely.
- C. Use compressed air to clear the paper paths of small paper fragments.
- D. Replace the toner cartridge.

Answer: C

QUESTION 457

Disk Cleanup is a tool which allows a technician to:

- A. locate and consolidate fragmented boot files, data files, and folders on a hard disk.
- B. remove temporary files and empty the recycle bin.
- C. list and correct errors on a hard disk.
- D. manage hard disks and the partitions or volumes that the disks contain.

Answer: B

QUESTION 458

Which of the following could be installed to increase the processing capacity of some office printers?

- A. memory
- B. ROM
- C. Ethernet card
- D. duplexer

Answer: A

QUESTION 459

When installing a print driver, the default port value for RAW printing is:

- A. 8080.
- B. 515.
- C. 9100.
- D. 25.

Answer: C

QUESTION 460

Which of the following Windows tools should be used regularly to re-index a hard drive?

- A. Disk Cleanup
- B. System Restore
- C. Disk Defragmenter
- D. CHKDSK

Answer: C

QUESTION 461

Which of the following is MOST likely the cause of a printing problem if a user is receiving an error before a job is seen in the print queue?

- A. Print spooler service is stopped.
- B. There is a mechanical problem with the printer.
- C. The size of the document being printed is too large.
- D. Too many documents are being printed at once.

Answer: A

QUESTION 462

A shared folder is on an NTFS partition with access restricted to one set of users. The files need to be moved to a FAT32 partition. After the user moves the files, which of the following happens to the user permissions?

- A. The permissions follow the files but can be added back under the new file system.
- B. The permissions are lost on the FAT32 drive.
- C. The permissions are lost but can be added back under the new file system.
- D. The permissions follow the files to the FAT32.

Answer: B

QUESTION 463

Which of the following tools can be used to delete old compressed files?

- A. Computer Management
- B. System File Checker
- C. Disk Cleanup
- D. Disk Management

Answer: C

QUESTION 464

Automatic Updates should be performed to ensure that the computer has the latest:

- A. drivers installed.
- B. anti-virus definition file.
- C. release of the operating system.
- D. security and software patches.

Answer: D

QUESTION 465

A user has forgotten the password to log into the companys domain. The company has a policy that the last four digits of the employees identification number must be verified before performing a password reset. The user is unable to provide that information. Which of the following would be the BEST way to handle this request?

- A. Inform the user that the last four digits must be verified and that they should call back when they can provide the needed information.
- B. Ask the user to call back and discuss the issue with the technicians supervisor.
- C. Perform the reset and tell the user to write down the last four digits so they wont forget it again.
- D. Perform the password reset for the user because the technician recognizes the users voice.

Answer: A

QUESTION 466

After installing a Plug-n-Play device Windows XP does not find the new hardware when the computer is started. Which of the following would be another way to install devices in Windows XP Home?

- A. Control Panel > New Hardware Detection Tool
- B. Control Panel > Add Hardware
- C. Right click on My Computer > Manage > New Hardware Profile
- D. Right click on My Computer > Scan for New Hardware

Answer: B

QUESTION 467

A user reports that a local printer attached to the workstation is not printing properly. Three jobs appear in the print queue when the user checks Printers and Faxes and the printer display shows Ready. Which of the following should be attempted FIRST?

- A. Delete and recreate the printer on the user's system.
- B. Instruct the user to shut down and restart the system and attempt to print again.
- C. Cancel all jobs in the print queue.
- D. Update the print driver on the user's system.

Answer: C

QUESTION 468

A user reports that all print jobs are printing to the wrong printer. The user needs to:

- A. ensure that the cables going to the right printer are connected correctly.
- B. ensure that the right printer is turned on.
- C. change the default printer to the correct printer.
- D. re-install the printer driver.

Answer: C

QUESTION 469

Which of the following is the BEST way to prevent viruses and Trojan horses from attacking operating system files?

- A. Limit the membership of the administrators group.
- B. Make as many users as possible members of only the Secure group.
- C. Make the folder attribute for the System folder Hidden.
- D. Change the name of the administrator account.

Answer: A

QUESTION 470

A technician is adding a Windows 2000 laptop computer to a Windows 2003 domain. After configuring network settings, enabling DHCP, File Sharing and entering the correct domain name, the error message, domain not available is shown when Enter is pressed. Which of the following actions should be taken?

- A. Reinstall TCP/IP and reboot.
- B. Add the gateway address.
- C. Ensure that the network cable is plugged in.
- D. Setup a static IP address and reboot.

Answer: C

QUESTION 471

A fully qualified domain name consists of which of the following? (Select TWO).

- A. domain name
- B. MAC address
- C. host name
- D. NetBIOS name
- E. ISP name

Answer: A,C

QUESTION 472

A user reports not being able to log into a domain at work on a computer running Windows XP Home. Which of the following would be the MOST likely cause of the problem?

- A. Windows XP Home cannot connect to a domain.
- B. Network properties will not update until the machine has been restarted.
- C. Windows XP Home must be reconfigured to connect to a domain.
- D. A computer account has not been created on the domain.

Answer: A

QUESTION 473

A user is working with an application on a computer running Windows XP Home when a 'Low Virtual Memory' error message appears. Which of the following actions could be taken to prevent this error message in the future?

- A. Start > Run > type CMD > CD .\WINDOWS > Edit Virtual Memory
- B. Control Panel > Administrative Tools > Virtual Memory Settings > Increase Virtual Memory Size
- C. Control Panel > Administrative Tools > Virtual Memory > stop any unknown services and restart the computer
- D. System Properties > Advanced tab > Performance Settings > Advanced tab > Change to change the amount of virtual memory

Answer: D

QUESTION 474

Which of the following protocols is used for secure web browsing (e.g. HTTPS)?

- A. SMTP
- B. EFS
- C. DNS
- D. SSL

Answer: D

QUESTION 475

A technician is installing an additional hard drive in a computer but it is not recognized in the BIOS. Which of the following may be causing the problem?

- A. The hard drive jumper needs to be changed to make it a master drive.
- B. The hard drive jumper needs to be changed to make it a slave drive.
- C. The drivers need to be updated
- D. The BIOS needs to be updated.

Answer: B

QUESTION 476

A customer requests assistance with a product that is outside the scope of the company's support. A technician should advise the customer that:

- A. the company does not support that product and transfer the call to a supervisor.
- B. the company's policies indicate that this product cannot be supported.
- C. support is not provided for that product and nothing else can be done.
- D. the technician will try directing the customer to another location for assistance.

Answer: D

QUESTION 477

Which of the following utilities optimizes hard drive performance by scanning system file structure for errors?

- A. Disk Cleanup Wizard
- B. Disk Defragmenter
- C. Disk Management
- D. CHKDSK

Answer: D

QUESTION 478

On a computer running Windows XP, a user wants to format the secondary hard drive on the computer to FAT32. Which of the following commands would be used?

- A. format [drive]: /fs:Fat32
- B. fmt [drive]: /fs:Fat32
- C. fmt [drive]: /file:Fat32
- D. format [drive]: /file:Fat32

Answer: A

QUESTION 479

A user reports that the PS/2 mouse is not working. A technician should:

- A. ask the user to re-install the mouse drivers.
- B. request that the user swap out the mouse.
- C. have the user check the mouse connection and reboot the computer.
- D. instruct the user to disassemble the mouse and clean the trackball.

Answer: C

QUESTION 480

A user installed a new primary hard drive into a computer and created a primary partition and an extended partition with a logical drive. The user formatted the primary and extended partitions to FAT32. When the user tries to boot the system to the new primary partition, there is an error message stating, no boot device found. Which of the following is MOST likely the problem?

- A. The boot partition was not formatted.
- B. The boot partition is not set as active.
- C. The boot partition was not set in BIOS.
- D. The boot partition was not formatted with the necessary boot files.

Answer: B

QUESTION 481

Which of the following wireless technologies is MOST commonly used by mobile users to print to portable printers?

- A. Bluetooth
- B. infrared
- C. microwave
- D. magnetic induction

Answer: A

QUESTION 482

A department manager wants to print on both sides of a page but cannot find a setting for duplex printing in the driver settings. The technician should tell the customer that:

- A. a duplex toner cartridge must be purchased for the printer.
- B. the operating system must be upgraded to allow duplex printing.
- C. the printer driver needs to be updated to one that provides duplex printing.
- D. the printer may not have duplex printing capability.

Answer: D

QUESTION 483

A company has created a new department and eight new users requiring the same permissions must be added to the account database. Which of the following would be the BEST sequence of actions to take?

- A. Create the new group, apply permissions to the group and add users to the group.
- B. Create eight users, assign permissions to each user and add users to the group.
- C. Create one user with appropriate permissions, replicate the user eight times and add users to the group.
- D. Create a group, create the eight users and apply permissions to the users.

Answer: A

QUESTION 484

Which of the following are types of files downloaded during an Automatic Update?

- A. driver updates
- B. critical updates
- C. virus definition updates
- D. software updates

Answer: B

QUESTION 485

When a customer begins using abusive or foul language, a technician should:

- A. transfer the call to a supervisor.
- B. ask the customer to refrain from using the language.
- C. respond to the customer with the same language.
- D. terminate the telephone call.

Answer: B

QUESTION 486

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. Stop using the battery and use alternating current (AC) power for the laptop.
- D. Replace the AC adaptor by purchasing a new adapter from the manufacturer.

Answer: B

QUESTION 487

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. cable is unplugged.
- B. has not been installed on the user's computer.
- C. driver is corrupt.
- D. is not turned on.

Answer: B

QUESTION 488

A new employee requests an email login and password. Which of the following should the technician do FIRST?

- A. Verify the users information and confirm whether the user has an email account set up.
- B. Create a new domain user account.
- C. Speak to the users supervisor and tell the supervisor the users name and password.
- D. Set up a new email account for the user.

Answer: A

QUESTION 489

Which of the following would be the BEST way for a technician to deal with a talkative customer?

- A. Ask the customer to call back and leave a voice mail about the problem.
- B. Use open-ended questions to gather as much information as possible from the customer.
- C. Interrupt the customer and change the subject to obtain information about the problem.
- D. Use closed-ended questions to obtain information about the customers problem.

Answer: D

QUESTION 490

While assisting a customer on an extended issue it becomes necessary to place the customer on hold to request assistance. When you ask the customer if they would mind being placed on hold they decline. Which of the following would be the BEST action to take next?

- A. Place the customer on hold for a short time.
- B. Leave the customer on the line and step away quietly.
- C. Tell the customer that you will need to put them on hold to continue assisting them.
- D. Ask the customer what they would prefer to happen next or offer to call back.

Answer: D

QUESTION 491

Upon receiving an urgent call from a customer, a technician determines that an onsite visit is required. The technician promises the customer that a co-worker will be onsite later because the technician does not want the customer to become upset. After checking, the technician realizes that the co-worker cannot visit the site. Which of the following actions by the technician would avoid a similar situation in the future?

- A. Tell the customer that all appointments are tentative.
- B. Check with a co-worker before making commitments for the co-workers schedule.
- C. Ask a supervisor to send the co-worker to visit the site as promised.
- D. Avoid making promises to customers.

Answer: B

QUESTION 492

A new floppy drive has been installed but the light is staying on. Which of the following is MOST likely causing the problem?

- A. The voltage is too high.
- B. The power cable is connected incorrectly.
- C. The data cable is connected backwards.
- D. The floppy drive is bad.

Answer: C

QUESTION 493

A computer that can host dual PCI-Express video cards is said to be:

- A. NLI compatible.
- B. MLI ready.
- C. SLI compatible.
- D. NVEX ready.

Answer: C

QUESTION 494

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. a 34 pin ribbon cable.
- B. a 6 pin round cable.
- C. a 40 pin ribbon cable.
- D. an 80 pin ribbon cable.

Answer: C

QUESTION 495

Which of the following commands and switches are used to obtain the physical address of a workstation?

- A. PING -T
- B. PING -A
- C. IPCONFIG /ALL
- D. IPCONFIG /FLUSHDNS

Answer: C

QUESTION 496

A network administrator has implemented a secure WLAN using WEP for a department. When setting up users' computers to access the WLAN, which of the following would be required settings? (Select TWO).

- A. Group ID
- B. SSID
- C. Security ID
- D. WEP key
- E. MAC address

Answer: B,D

QUESTION 497

Which of the following Windows 2000 account groups can join a workstation to the domain?

- A. Server Operator
- B. All Users
- C. Everyone
- D. Print Operator

Answer: A

QUESTION 498

Which of the following would be the first driver to be installed after a complete clean reinstallation of Windows XP?

- A. Chipset driver
- B. BIOS update driver
- C. Network driver
- D. Graphics driver

Answer: A

QUESTION 499

A user has returned to work from an extended leave of absence and is unable to remember the username and password. Which of the following would be the BEST action for the technician to take?

- A. Manually reset the username and password.
- B. Email the user the username and password.
- C. Follow corporate policy to reinstate the users account.
- D. Provide the username and password to the user on the telephone.

Answer: C

QUESTION 500

One advantage of using IMAP for email is that email:

- A. software is cheaper because of open source design.
- B. remains on the server after deletion on the computer.
- C. servers are more secure due to the complex design.
- D. server architecture permits faster delivery of email.

Answer: B

QUESTION 501

Which of the following Windows tools analyzes network interface card (NIC) activity?

- A. Data Packet Capture
- B. Network Flow Analyzer
- C. Network Capture Analyzer
- D. Network Monitor

Answer: D

QUESTION 502

A company has decided to replace its CRT monitors with LCDs. In the process of doing this, a technician observes that most of the staff in one department are using screen savers that the technician knows are adware. The company does not have a policy addressing outside screen saver use. The technician should:

- A. remove the screen savers and tell the users not to re-install the screen savers.
- B. mention this to the supervisor as a possible topic for discussion at the next managers meeting.
- C. do nothing because the technician was only told to remove the CRTs and install the LCDs.

D. send an email to the users involved stating that using the screen savers is a violation of company policy.

Answer: B

QUESTION 503

The CHKDSK /R command allows a technician to:

- A. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.
- B. scan and verify the versions of all protected system files using the tools default operation.
- C. perform an exhaustive disk check, locate bad sectors, and recover readable information.
- D. consolidate fragmented files and folders on the computers hard disk.

Answer: C

QUESTION 504

Which of the following would be the correct sequence of steps to start the Event Viewer in Windows XP?

- A. Right click on the Desktop > Properties > Settings > Event Viewer
- B. Start > Programs > Control Panel > Administrative Tools > Event Viewer
- C. Start > Programs > Accessories > System Tools > Event Viewer
- D. Start > Programs > Control Panel > Event Viewer

Answer: B

QUESTION 505

A network administrator has implemented a secure WLAN using WEP for a department. When setting up users' computers to access the WLAN, which of the following would be required settings? (Select TWO).

- A. SSID
- B. Security ID
- C. WEP key
- D. Group ID
- E. MAC address

Answer: A,C

QUESTION 506

Disk Defragmenter should be used once each:

- A. month.
- B. day.

- C. week.
- D. year.

Answer: A

QUESTION 507

A computer is running slowly. Which of the following would be the FIRST thing to attempt to improve performance?

- A. Run SFC.
- B. Run disk defragmenter.
- C. Add a new hard drive space.
- D. Add more memory.

Answer: B

QUESTION 508

A customer reports purchasing a video card and the card is not working. The customer starts to yell and demand that the card be fixed immediately. Which of the following should a technician do FIRST?

- A. Terminate the customers telephone call and notify the supervisor.
- B. Tell the customer in a calm voice that if the yelling continues that the call will be terminated.
- C. Advise the customer that the tone of voice is inappropriate and the technician is terminating the call.
- D. Tell the customer that they will be able to receive help when the customer stops yelling.

Answer: B

QUESTION 509

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. Stop using the battery and use alternating current (AC) power for the laptop.
- 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. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Answer: B

QUESTION 510

A user notifies an internal help desk that the user is unable to print a document needed for a meeting in 15 minutes. Which of the following would be the BEST action to take?

- A. Tell the user that someone will work on the problem as soon as it can be scheduled.
- B. Visit the users workstation and attempt to resolve the problem at the workstation.
- C. Attempt to troubleshoot the problem immediately over the telephone.
- D. Copy the file to a network location, print the file and give the document to the user.

Answer: D