Exam Questions 220-901

CompTIA A+ Certification Exam (901)

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NEW QUESTION 1
Which of the following is required during the installation of a digitizer?

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

Answer: D

NEW QUESTION 2
Which of the following devices does a technician need to calibrate as part of an installation?

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

Answer: B

NEW QUESTION 3
Which of the following is important when replacing a power supply in a workstation located in a datacenter server rack?

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

Answer: B

NEW QUESTION 4
A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD-RW drive?

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

Answer: C

NEW QUESTION 5
Which of the following memory types is primarily used in laptops?

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

Answer: D

NEW QUESTION 6
Which of the following types of expansion slots is MOST frequently found in blade servers?

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

Answer: C

NEW QUESTION 7
Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

A. IMAP
B. SMB
C. SSH
D. RDP

Answer: B

NEW QUESTION 8
A technician has connected a laptop to a television via HDMI cable. The entire display cannot be seen on the television. Which of the following settings should the

technician modify?

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

Answer: B

NEW QUESTION 9
A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The line connected to the expansion card is MOST likely which of the following cable types?

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

Answer: C

NEW QUESTION 10
A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

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

Answer: B

NEW QUESTION 10
An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

A. HTTPS
B. IMAP
C. TELNET
D. SMTP

Answer: A

NEW QUESTION 12
A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

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

Answer: D

NEW QUESTION 13
A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

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

Answer: B

NEW QUESTION 14
A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?

A. Scaling
B. Rotation
C. Position
D. Resolution

Answer: C

NEW QUESTION 16

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

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

Answer: C

NEW QUESTION 20
A small workgroup inherits a second-hand printer without networking capabilities. Which of the following is the BEST method of sharing this resource among the workgroup?

A. Connect the printer to a Bluetooth adapter in order for the users to print
B. Connect the printer by using the onboard Infrared port
C. Connect the printer to a user's workstation and share the device
D. Connect the printer to a parallel switch box

Answer: C

NEW QUESTION 22
A computer technician is responding to a call about a printer that is causing streaks to appear on every printout. Which of the following is the MOST likely cause?

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

Answer: C

NEW QUESTION 24
A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?

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

Answer: C

NEW QUESTION 25
Which of the following RAM types can continue working if there is corrupt data?

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

Answer: D

NEW QUESTION 26
For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

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

Answer: D

NEW QUESTION 31
A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

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

Answer: A

NEW QUESTION 35

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

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

Answer: A

NEW QUESTION 39
Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

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

Answer: B

NEW QUESTION 40
A technician is building a workstation that is to be used as an HTPC and will sit next to the audio receiver. Which of the following form factors would the technician MOST likely use because of its size?

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

Answer: B

NEW QUESTION 42
Which of the following MUST be the same when replacing a hard drive in a laptop?

A. The interface type of the existing drive
B. The speed of the new drive
C. The total data capacity of the PC
D. The cache size of the new drive

Answer: A

NEW QUESTION 44
Which of the following devices is BEST to use when designing a SOHO network to ensure the least amount of collisions?

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

Answer: A

NEW QUESTION 46
Joe, a technician, is tasked to install a new client machine. He notices the machine is not getting any network connectivity. He tests the network cable between the PC and the network jack and confirms it is good. Joe goes to the network closet and finds several network cables not connected to the switch. Which of the following tools would Joe use to determine which cable goes back to the correct network jack?

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

Answer: B

NEW QUESTION 51
Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

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

Answer: B

NEW QUESTION 53
Which of the following ports is used for a secure browser connection for an online purchase?

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

Answer: D

NEW QUESTION 54
There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

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

Answer: C

NEW QUESTION 57
A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

A. When the machine is using IPv6
B. When the next IP range begins with 169.253
C. When the DHCP server does not respond
D. When the operating system is Unix or Linux

Answer: C

NEW QUESTION 62
A network administrator has a requirement to implement a Wi-Fi hotspot for the public. Which of the following should be used for secure access?

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

Answer: B

NEW QUESTION 63
A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

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

Answer: D

NEW QUESTION 67
A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

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

Answer: B

NEW QUESTION 69
The device that allows two different networks to communicate with one another is:

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

Answer: C

NEW QUESTION 71
When a technician is planning to replace a laptop hard drive, the technician will need to:

A. select a drive that is the correct form factor.

B. choose the correct drive cache size for the laptop.
C. also upgrade the memory.
D. verify voltage requirement

Answer: A

NEW QUESTION 76
Which of the following components is responsible for converting light into digital information?

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

Answer: D

NEW QUESTION 79
A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

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

Answer: A

NEW QUESTION 82
Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

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

Answer: C

NEW QUESTION 85
A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

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

Answer: A

NEW QUESTION 86
A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

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

Answer: D

NEW QUESTION 91
A user reports that the cursor jumps to random screen locations when typing on a laptop computer. Which of the following devices is MOST likely causing this?

A. The touchpad
B. The mouse wheel
C. The multimedia keys
D. The digitizer

Answer: A

NEW QUESTION 92
A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?

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

Answer: B

NEW QUESTION 95
A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

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

Answer: C

NEW QUESTION 98
A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

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

Answer: D

NEW QUESTION 102
Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

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

Answer: A

NEW QUESTION 107
Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?

A. Lightning port
B. Bluetooth adapter
C. USB optical drive
D. NFC chip

Answer: C

NEW QUESTION 108
A laptop is setup at a podium for a presentation but is set to extended desktop. The presenter would like it to show exactly what the laptop screen is showing. Which of the following would be the QUICKEST way to accomplish this?

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

Answer: B

NEW QUESTION 110
A technician is working on a laptop with a failed Ethernet port caused by ESD. Which of the following is the simplest solution to restore network connectivity?

A. Re-solder the network connector
B. Replace the Ethernet daughter board
C. Update the Ethernet driver
D. Enable wireless and connect to the WAP

Answer: D

NEW QUESTION 113
A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

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

Answer: B

NEW QUESTION 117
A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

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

Answer: A

NEW QUESTION 120
A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

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

Answer: D

NEW QUESTION 122
A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

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

Answer: C

NEW QUESTION 124
A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

A. The boot CD has failed and needs to be replaced.
B. The hard drive needs to have its configuration manually defined in the BIOS.
C. The PC's power supply is not providing enough power to the new hard drive.
D. The hard drive has not been partitioned correctl

Answer: D

NEW QUESTION 128
A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message "Operating system not found". Which of the following is the FIRST thing the technician should inspect?

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

Answer: C

NEW QUESTION 132
Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

A. The workstation battery needs to be replaced.
B. The NIC is functioning intermittently.
C. Failed driver updates for the workstation's devices.
D. The surge protector lost AC powe

Answer: D

NEW QUESTION 134
A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

A. Weak RF signals
B. Out of date Ethernet driver
C. Enabled MAC filtering
D. Duplicate IP addresses

Answer: A

NEW QUESTION 138
A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

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

Answer: B

NEW QUESTION 139
The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

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

Answer: AE

NEW QUESTION 144
A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

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

Answer: D

NEW QUESTION 146
A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

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

Answer: C

NEW QUESTION 147
The loud clicking noise coming from a faulty hard drive is MOST likely created by:

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

Answer: C

NEW QUESTION 150
A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to resolve the problem?

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

Answer: C

NEW QUESTION 153
A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

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

Answer: B

NEW QUESTION 154
A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

A. The video card has 3D acceleration disabled.
B. The hard drive is IDE instead of SATA.
C. The hard drive needs to be repartitioned.
D. The PSU is underpowered for the syste

Answer: D

NEW QUESTION 157
A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

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

Answer: C

NEW QUESTION 159
A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

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

Answer: C

NEW QUESTION 164
A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

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

Answer: B

NEW QUESTION 166
An office printer that was working earlier in the day is no longer printing any documents. Pre-existing workstations are manually configured to print to the printer directly over the network. A technician has started to troubleshoot the problem and determines that the printer can still be seen in the network directory. The technician has also verified that the printer can print self-diagnostic pages successfully. Which of the following is the MOST likely cause of the problem?

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

Answer: A

NEW QUESTION 168
A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

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

Answer: D

NEW QUESTION 172
A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

A. Replace monitor.
B. Replace video card.
C. Replace video cable.

D. Replace power suppl

Answer: A

NEW QUESTION 174
A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

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

Answer: C

NEW QUESTION 177
After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

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

Answer: A

NEW QUESTION 179
A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed image is always visible?

A. Resolution
B. Lumens
C. Anti-glare filter
D. Bulb life

Answer: B

NEW QUESTION 184
A technician has been asked to identify the unknown network addresses from a series of printers attached to the network via external hardware printer servers. Which of the following will provide the technician with the necessary information?

A. Performing a device self test print page from each printer
B. Performing a device print page from each print server
C. Performing a device factory reset on each print server
D. Performing a PING of each device address without the FQDN

Answer: B

NEW QUESTION 185
Which of the following displays has the HIGHEST Hz frequency?

A. Plasma
B. LED
C. CRT
D. LCD

Answer: A

NEW QUESTION 188
A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

A. 3 Core
B. 4 Core
C. 8 Core
D. 12 Core

Answer: B

NEW QUESTION 192
Which of the following types of connectors can use a maximum strands of wires?

A. RJ-11
B. RS-232
C. RJ-45

D. BNC

Answer: C

NEW QUESTION 196
A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?

A. Port forwarding
B. Port redundancy
C. Port triggering
D. Port selection

Answer: A

NEW QUESTION 200
Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

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

Answer: A

NEW QUESTION 201
A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

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

Answer: B

NEW QUESTION 202
Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

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

Answer: D

NEW QUESTION 205
Which of the following 802.11 standards has a MAXIMUM bandwidth throughput Mbps and uses 2.4GHz frequency?

A. A
B. B
C. G
D. N

Answer: C

NEW QUESTION 208
Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

A. CAT5e
B. CAT3
C. Fiber
D. RG-6

Answer: D

NEW QUESTION 209
Which of the following are factors when designing a home theater PC?

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

Answer: D

NEW QUESTION 211
Which of the following expansion slots is MOST commonly used for high-end video cards?

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

Answer: B

NEW QUESTION 213
Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

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

Answer: A

NEW QUESTION 217
A technician wants to simplify users' wireless configuration in a new remote office. Which of the following must be configured on the access point to allow wireless clients to automatically negotiate secure authentication with the SOHO access point?

A. Enable QoS
B. Enable SSID Broadcast
C. Enable WPS
D. Enable MAC filtering

Answer: C

NEW QUESTION 219
A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

A. Remove the battery and let it cool for 24 hours
B. Fully discharge and then fully recharge the battery
C. Short the battery terminals with a paper clip
D. Replace the battery with a new one

Answer: D

NEW QUESTION 221
A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

A. Prepare a hot spare in preparation for the next repair
B. Document all of the services provided
C. Communicate the status of the repair with the CEO
D. Offer other repair options if they are available

Answer: C

NEW QUESTION 225
Which of the following would be the MOST important factor to consider when building a virtualization workstation?

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

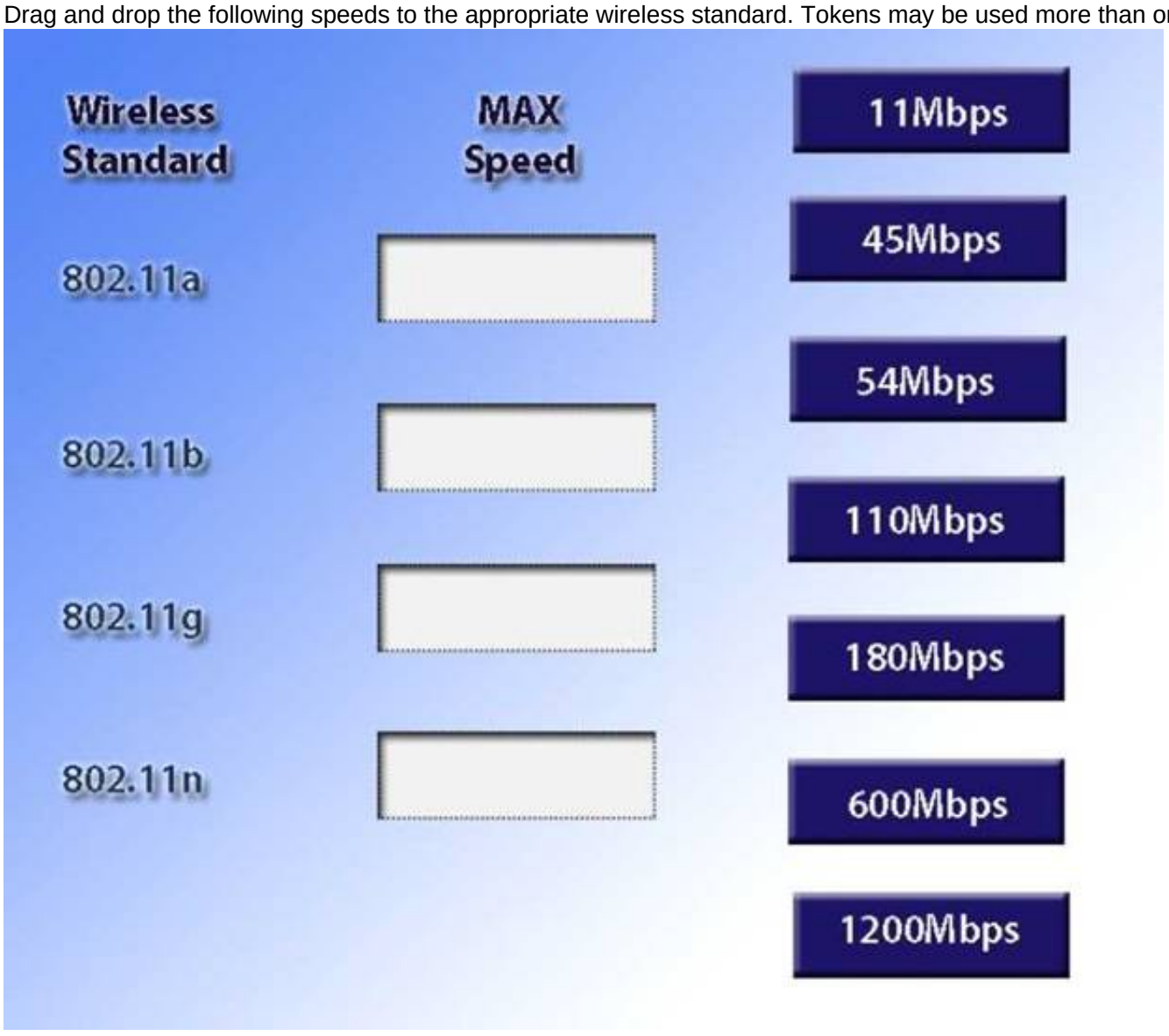
Answer: D

NEW QUESTION 227
The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

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

Answer: D

NEW QUESTION 231
Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.



Answer:

Explanation:

NEW QUESTION 233
Which of the following technologies is responsible for communication with the CPU?

A. eSATA
B. PCI express

C. Southbridge
D. Northbridge

Answer: D

NEW QUESTION 238
The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

A. Jumper settings are incorrect
B. The RAM module is defective
C. The memory slot is defective
D. CMOS needs to be flashed

Answer: C

NEW QUESTION 243
A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

A. SAN
B. WAN
C. LAN
D. PAN

Answer: B

NEW QUESTION 244
Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

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

Answer: B

NEW QUESTION 248
An employee wants to work more efficiently from home. The IT manager suggests the employee consider purchasing a device that will allow use of monitor and input devices with the work laptop. Which of the following devices is MOST suitable for this purpose?

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

Answer: A

NEW QUESTION 253
When installing a laptop at a desk that will be using stationary dual monitors, which of the following ports should be used? (Select TWO).

A. VGA
B. IEEE 1394
C. PCIe
D. PCMCIA
E. ExpressPort
F. HDMI

Answer: AF

NEW QUESTION 255
A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

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

Answer: A

NEW QUESTION 256
When installing multiple SCSI drives in a system, which of the following is correct?

A. All drives must have the same SCSI ID.
B. Drives will be automatically assigned an ID by the controller.

C. Drives in the same RAID array must have the same SCSI ID.
D. Each drive must have a different SCSI I

Answer: D

NEW QUESTION 259
A technician is required to connect a new cable to an open port on the patch panel. Which of the following would the technician MOST likely use in this situation?

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

Answer: C

NEW QUESTION 263
Which of the following types of media connectors carries digital video as well as audio?

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

Answer: C

NEW QUESTION 265
A common method of accessing computers remotely that uses port 23 is known as?

A. LDAP
B. RDP
C. Telnet
D. FTP

Answer: C

Explanation: http://www.speedguide.net/port.php?port=23

NEW QUESTION 269
Older video cards used S-video to output to a TV. This standard has been replaced by:

A. FireWire.
B. SCSI.
C. coaxial.
D. HDMI.

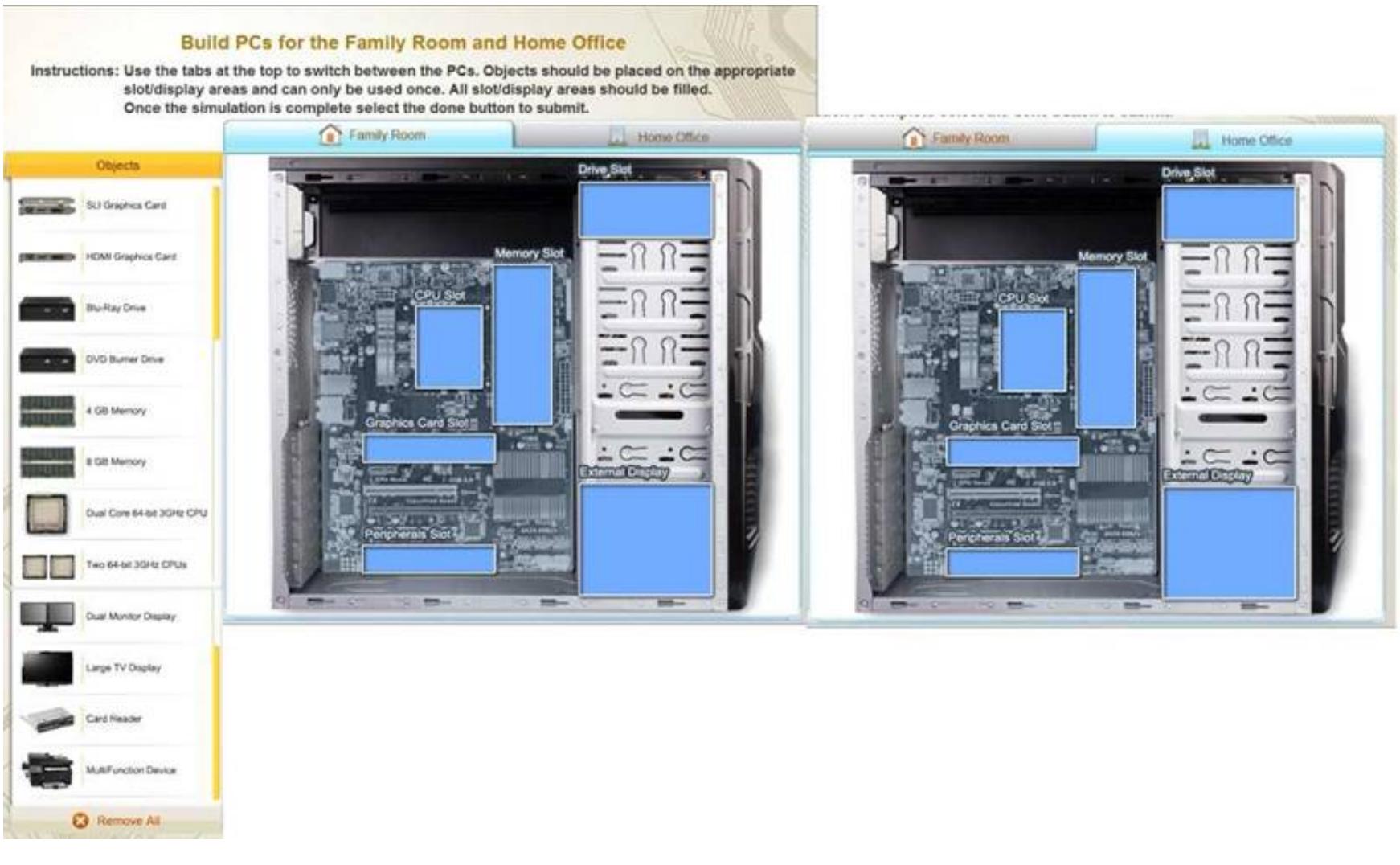
Answer: D

NEW QUESTION 274
Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

A. Hyperthreading
B. Intel SSE3
C. L2 Cache
D. S.M.A.R.T.

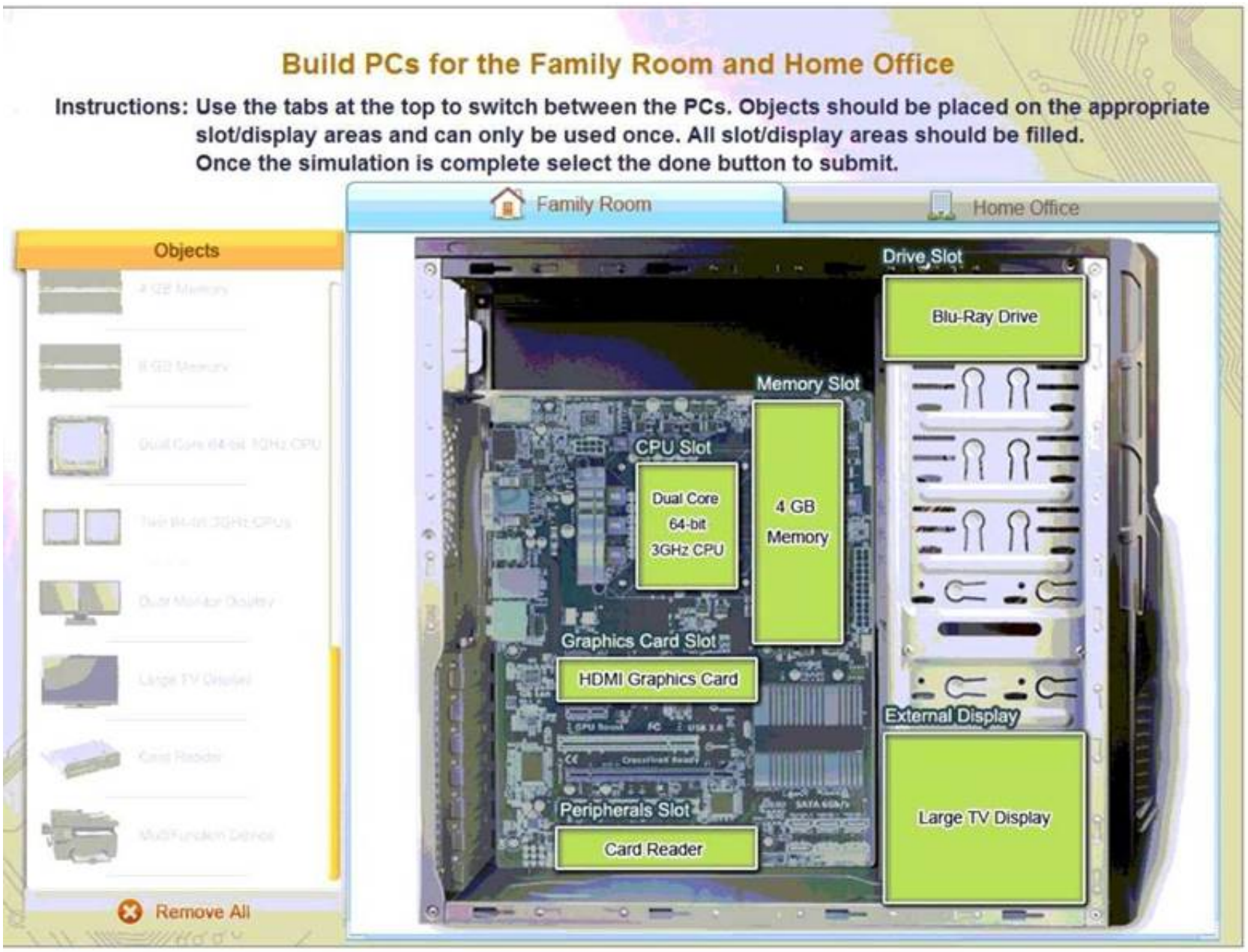
Answer: A

NEW QUESTION 276
A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to play high definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.
Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.
Build PCs for the Family Room and Home Office

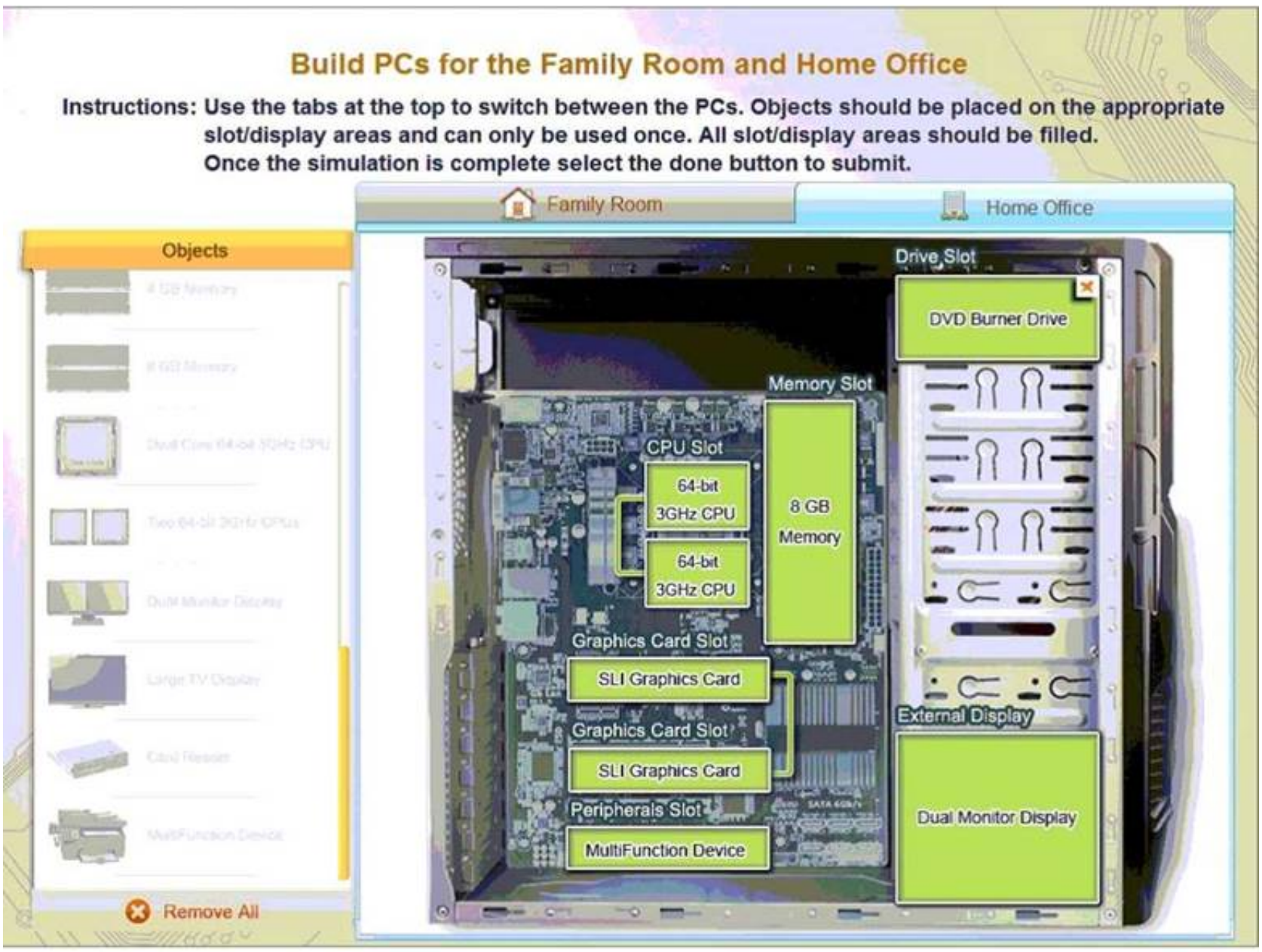


Answer:

Explanation:



Home Office



NEW QUESTION 280
A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

A. Change the BIOS settings to the local time
B. Adjust the voltage selector switch
C. Attach a 220-volt power strip from the current region to the PC
D. Attach a 120-volt battery backup power supply to the PC

Answer: B

NEW QUESTION 283
A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity MB?

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

Answer: D

NEW QUESTION 285
A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

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

Answer: A

NEW QUESTION 287
Which of the following connectors can be used simultaneously for video, audio, and storage devices?

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

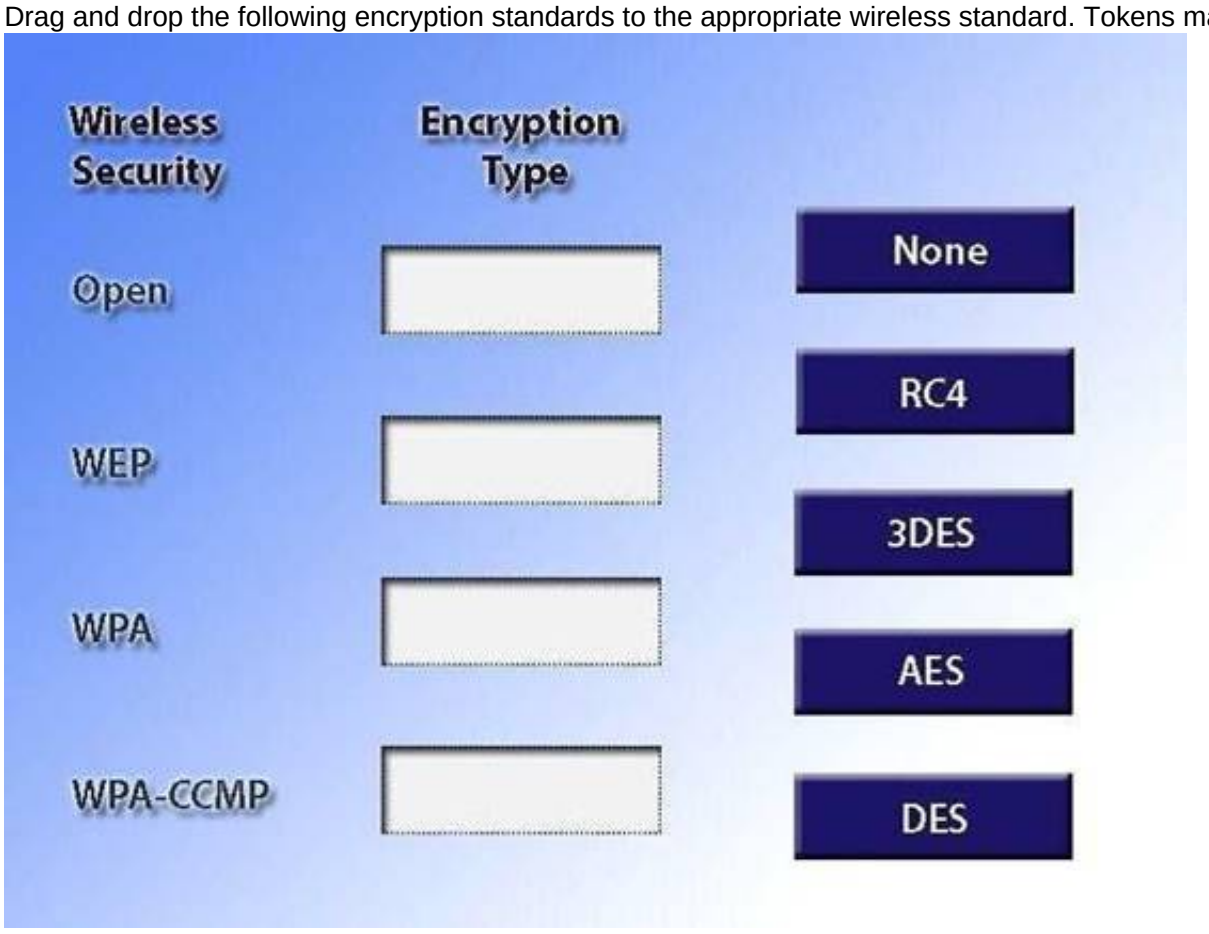
Answer: D

NEW QUESTION 292
A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

A. Blu-Ray writer
B. DVD-RW drive
C. Dual Layer DVD burner
D. CD-ROM burner

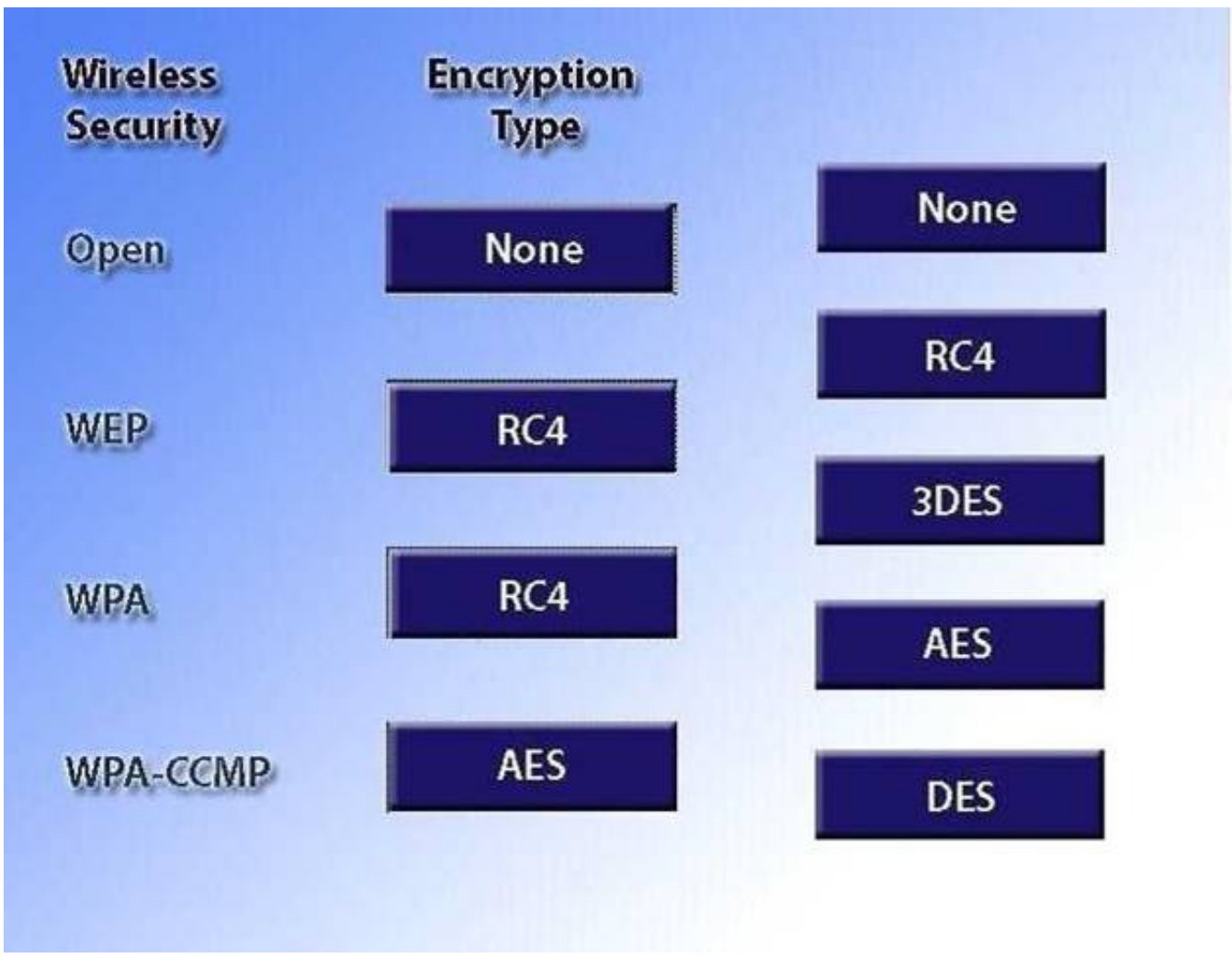
Answer: A

NEW QUESTION 297
Drag and drop the following encryption standards to the appropriate wireless standard. Tokens may be used more than once and all placeholders must be filled.



Answer:

Explanation:



NEW QUESTION 298
When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

A. Availability of compatible power connectors
B. Adequate hard drive capacity
C. Correct CPU clock speeds
D. Correct Master/Slave jumper settings
E. Proper orientation of the data cable

Answer: AE

NEW QUESTION 301
A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

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

Answer: A

NEW QUESTION 305
A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

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

Answer: C

NEW QUESTION 308
A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

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

Answer: D

Explanation: http://computer.howstuffworks.com/liquid-cooled-pc.htm

NEW QUESTION 312
Which of the following would allow for multiple computers to share a display and input devices?

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

Answer: B

NEW QUESTION 317
Which of the following adapters causes the LEAST amount of signal loss?

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

Answer: C

NEW QUESTION 321
A technician finds an external hard drive with the markings “IEEE 1394” on it. Which of the following cable types would be needed to view the contents of this drive?

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

Answer: C

NEW QUESTION 322
Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician

identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

A. Report through proper channels
B. Document the changes
C. Continue to track more evidence
D. Preserve the chain of custody

Answer: A

Explanation: This is the breach of security. You need to report through proper channel to the senior management about this breach. You can report to your supervisor and he/she can report to higher authorities for further investigation.

NEW QUESTION 327
Which of the following connectors provides the capability to pass both analog and digital signals?

A. VGA
B. BNC
C. DVI-I
D. USB 3.0

Answer: C

NEW QUESTION 332
Which of the following supports a MAXIMUM frequency MHz?

A. Cat5
B. Cat5e
C. Cat6
D. Cat6a

Answer: A

NEW QUESTION 335
A technician has 2GB of data that needs to be backed up from a customer’s Windows 7 computer. Which of the following storage media should the technician use?

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

Answer: A

NEW QUESTION 336
Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

A. 254
B. 65 Thousand
C. 16.3 Million
D. 340 Trillion

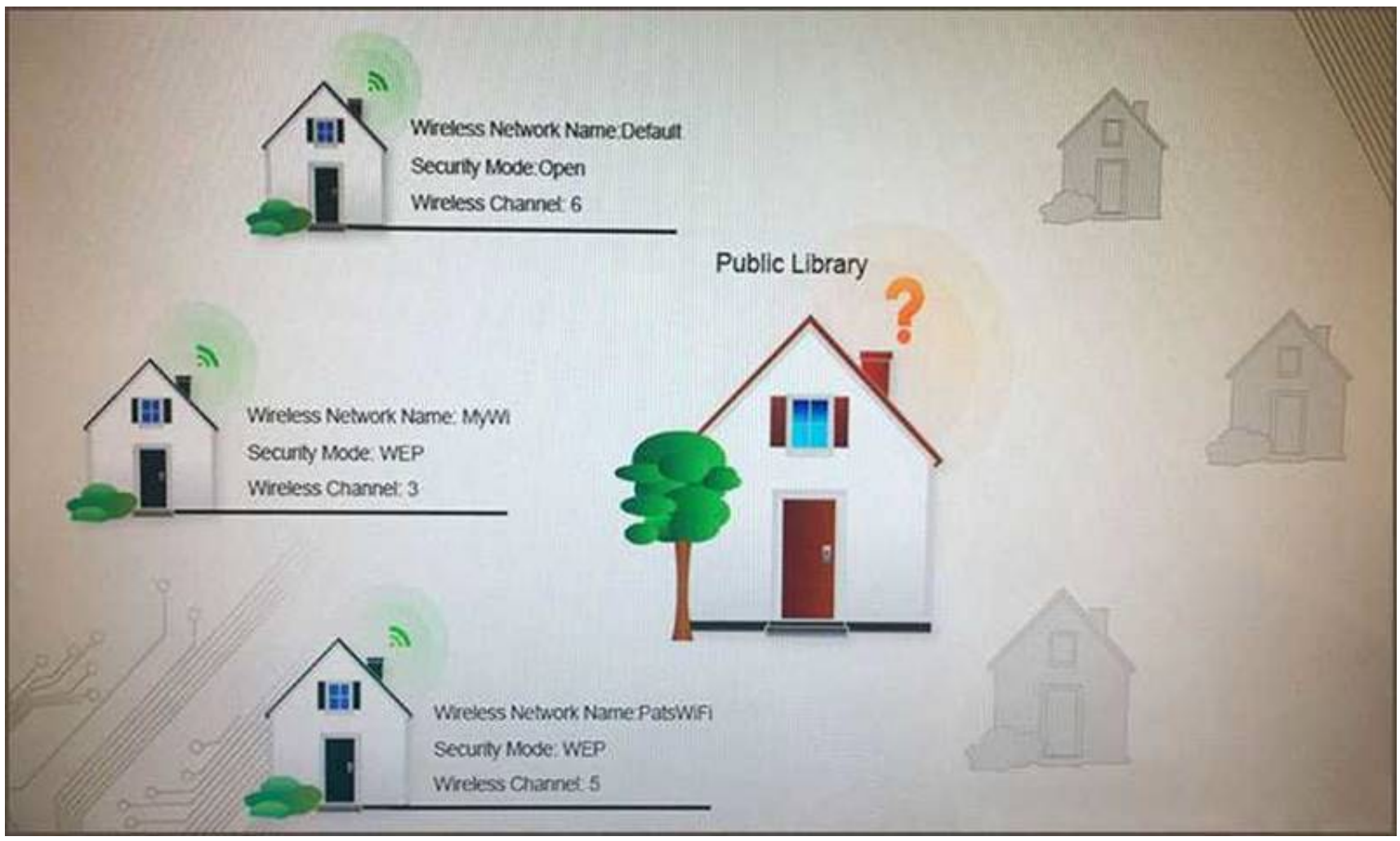
Answer: C

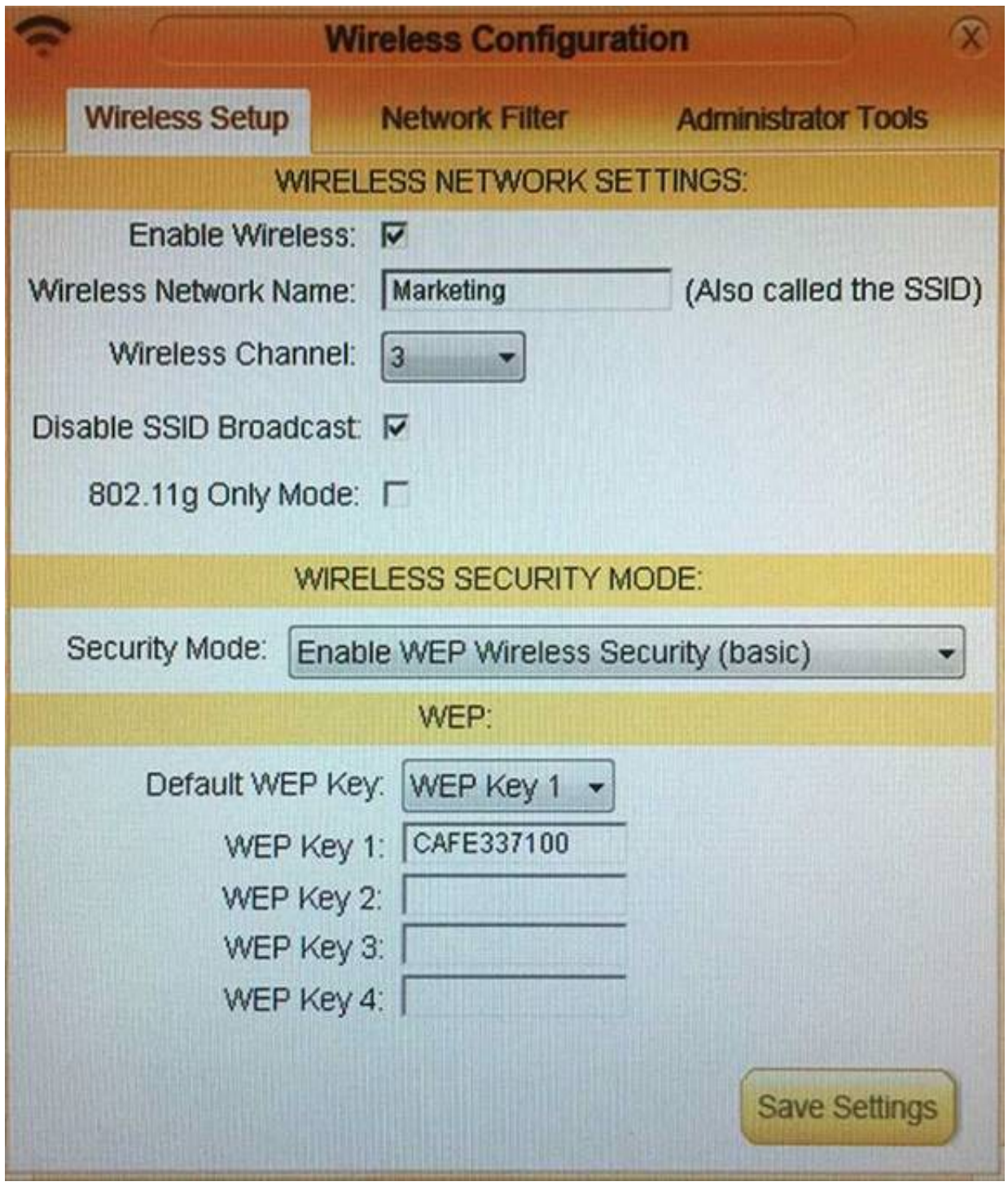
NEW QUESTION 338
A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

A. It will not install correctly, and the PCI slot is already being used by the video card.
B. It will install correctly to the PCI Express slot onto the motherboar
C. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.
D. It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.
E. It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

Answer: B

NEW QUESTION 340
Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfered with the other networks. Ann has provided you with the following information.
Wireless Name: Library
New Router Password: Secure$1
Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button. When you have completed simulation, please select the Done button to submit.

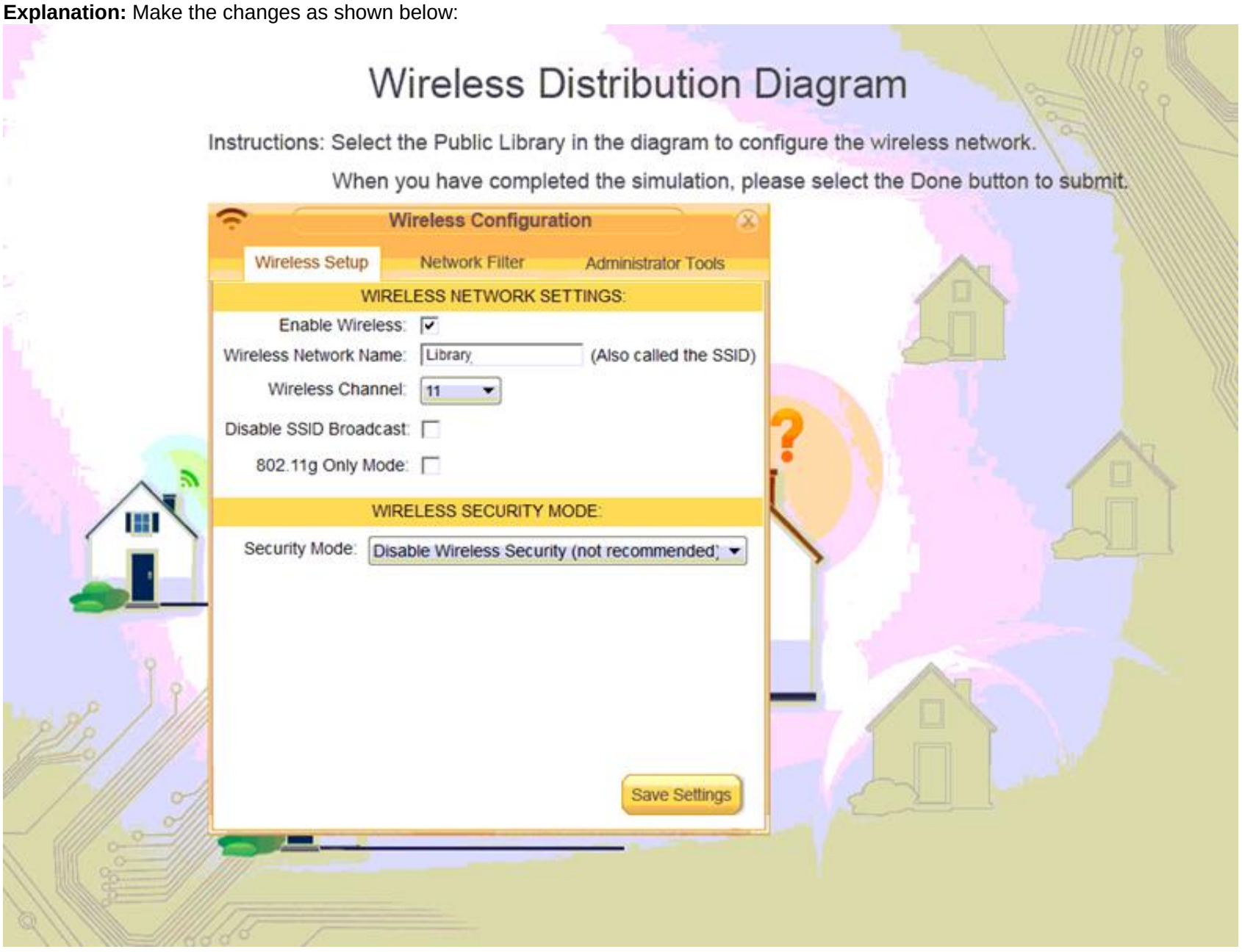

Wireless Network Name:Default
Security Mode:Open
Wireless Channel: 6
Public Library
Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 3
Wireless Network Name:PatsWiFi
Security Mode: WEP
Wireless Channel: 5


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
WIRELESS NETWORK SETTINGS:
Enable Wireless:
Wireless Network Name: Marketing (Also called the SSID)
Wireless Channel: 3
Disable SSID Broadcast:
802.11g Only Mode:
WIRELESS SECURITY MODE:
Security Mode: Enable WEP Wireless Security (basic)
WEP:
Default WEP Key: WEP Key 1
WEP Key 1: CAFE337100
WEP Key 2:
WEP Key 3:
WEP Key 4:
Save Settings

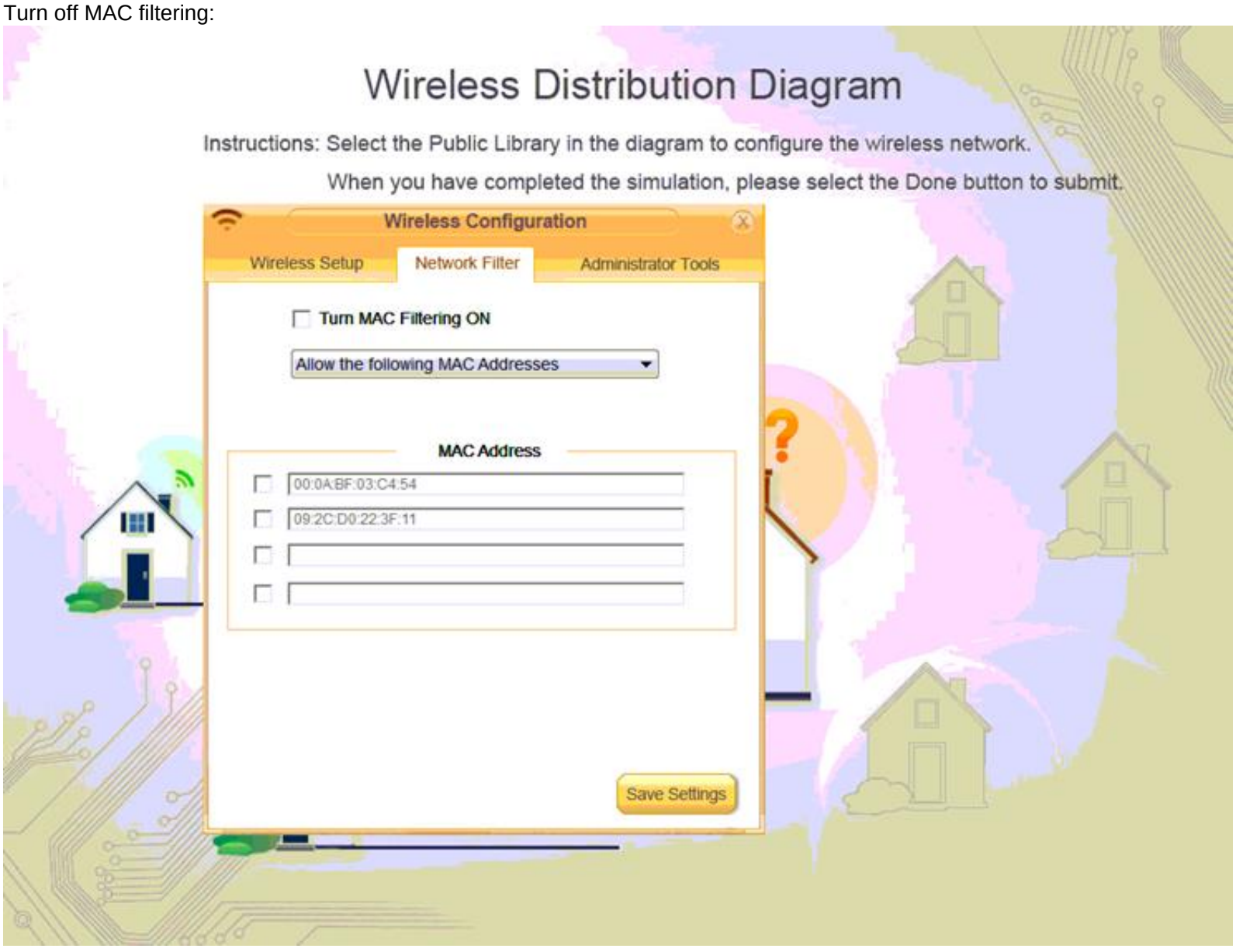
Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
MAC Address
00:0A:BF:03:C4:54
09:2C:D0:22:3F:11
Save Settings
Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
ADMIN PASSWORD
Please enter the same password into both boxes for confirmation.
Password:
Verify Password:
Save Settings

Answer:

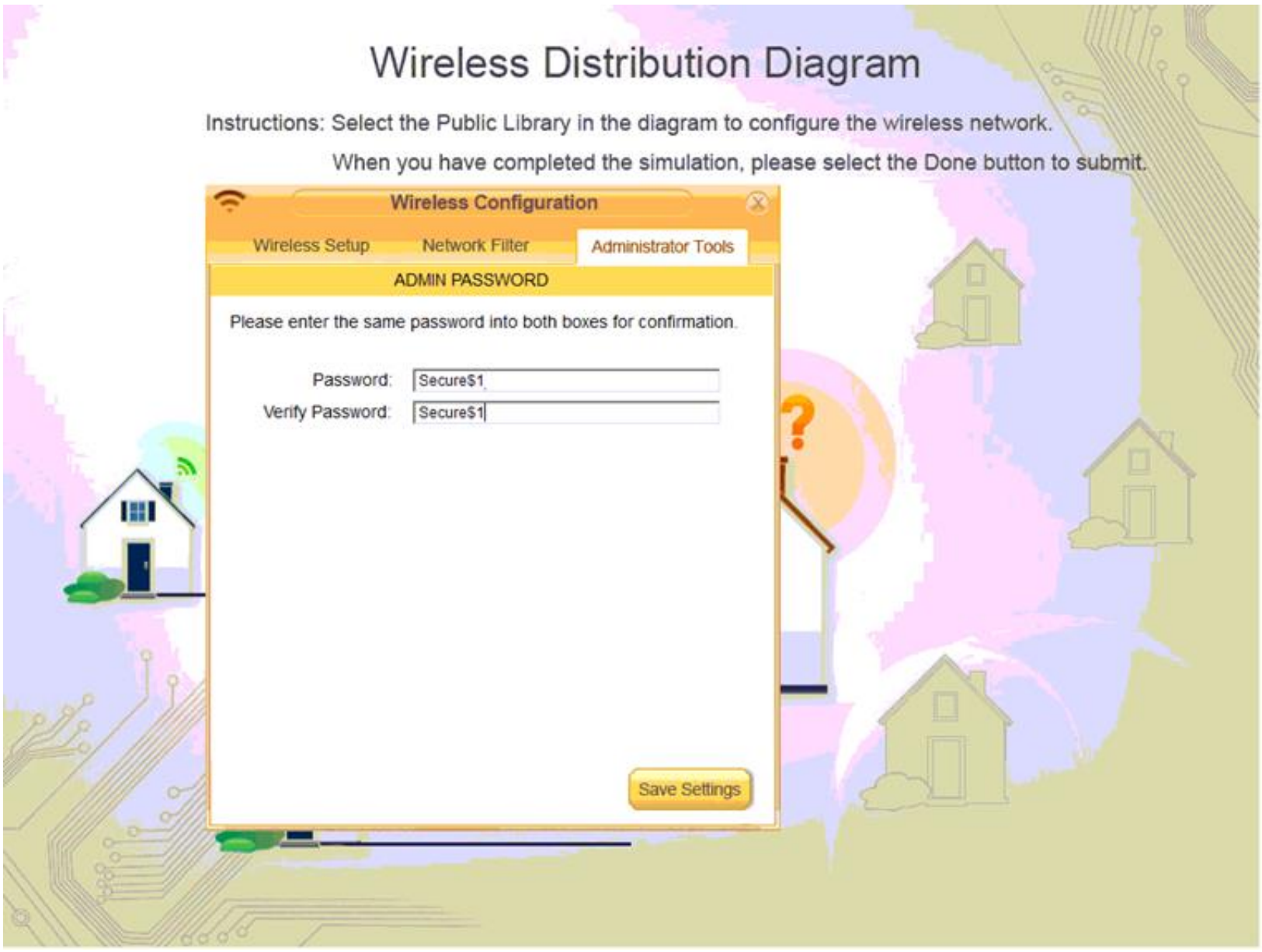
Explanation: Make the changes as shown below:



Turn off MAC filtering:



Change the router password:



NEW QUESTION 341
When referring to laser printing, which of the following describes the development process?

A. The corona wire places a static charge on the drum.
B. Toner is pulled to the charged areas of the drum.
C. Toner is pulled from the drum to the paper.
D. The toner is permanently affixed to the paper.

Answer: B

NEW QUESTION 344
A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

A. Ring
B. Bus
C. Mesh
D. Star

Answer: D

NEW QUESTION 346
Which of the following is an advantage of using static IP addresses for a business?

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

Answer: A

NEW QUESTION 347
A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

A. The display is defective.
B. The video card needs to be flashed.
C. The internal adapter has not been disabled.
D. The new video card is defectiv

Answer: C

NEW QUESTION 350
A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

A. USB
B. Infrared (IR)
C. Bluetooth
D. Wireless

Answer: D

NEW QUESTION 355
Which of the following versions of Windows XP would a technician MOST likely install for a small business?

A. Windows XP Professional 64-bit
B. Windows XP Professional
C. Windows XP Media Center
D. Windows XP Home

Answer: B

NEW QUESTION 358
Multicast addresses fall in which of the following classful address ranges?

A. Class A
B. Class B
C. Class C
D. Class D
E. Class E

Answer: D

NEW QUESTION 363
A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

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

Answer: B

NEW QUESTION 366
Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

A. Inventory spreadsheet
B. MSDS
C. Project management plan
D. EULA

Answer: B

NEW QUESTION 369
A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

A. Plug the phone into a known good charger
B. Remove and reseat the battery
C. Replace the screen glass assembly
D. Replace the battery and charge the phon

Answer: A

NEW QUESTION 370
A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

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

Answer: A

NEW QUESTION 375
Which of the following are the BEST features to include in a Home Theater PC? (Select TWO).

A. Liquid Cooling
B. VGA Output
C. Dual Monitors
D. Digital Audio
E. HDMI Output
F. NFC Capability

Answer: DE

NEW QUESTION 377
Which of the following features is an advantage of a switch over a hub?

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

Answer: D

NEW QUESTION 380
When a technician suspects prohibited activity on an organization's network or computers, which of the following is the FIRST step they should take?

A. Confirm an actual infraction has taken place
B. Confront the suspected person with incident details
C. Notify others so that peers will stop the activity
D. Erase the contents of the user's computer and disable their account

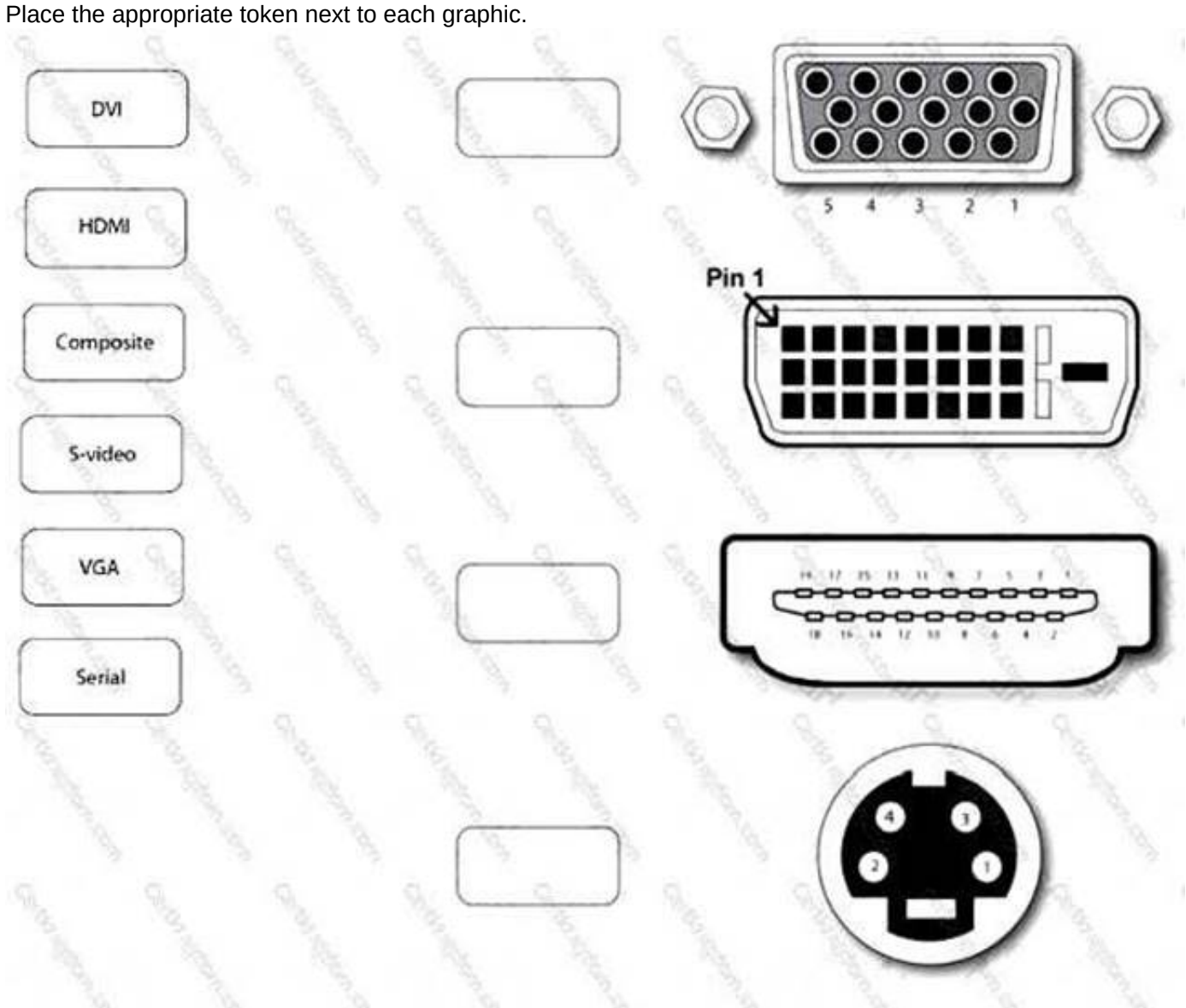
Answer: A

NEW QUESTION 383
Joe would like an Internet connection that is always on, stable, and not influenced by atmospheric conditions. Which of the following Internet connection types would BEST meet Joe's requirements?

A. Dial-up
B. Mobile Hotspot
C. Satellite
D. Cable

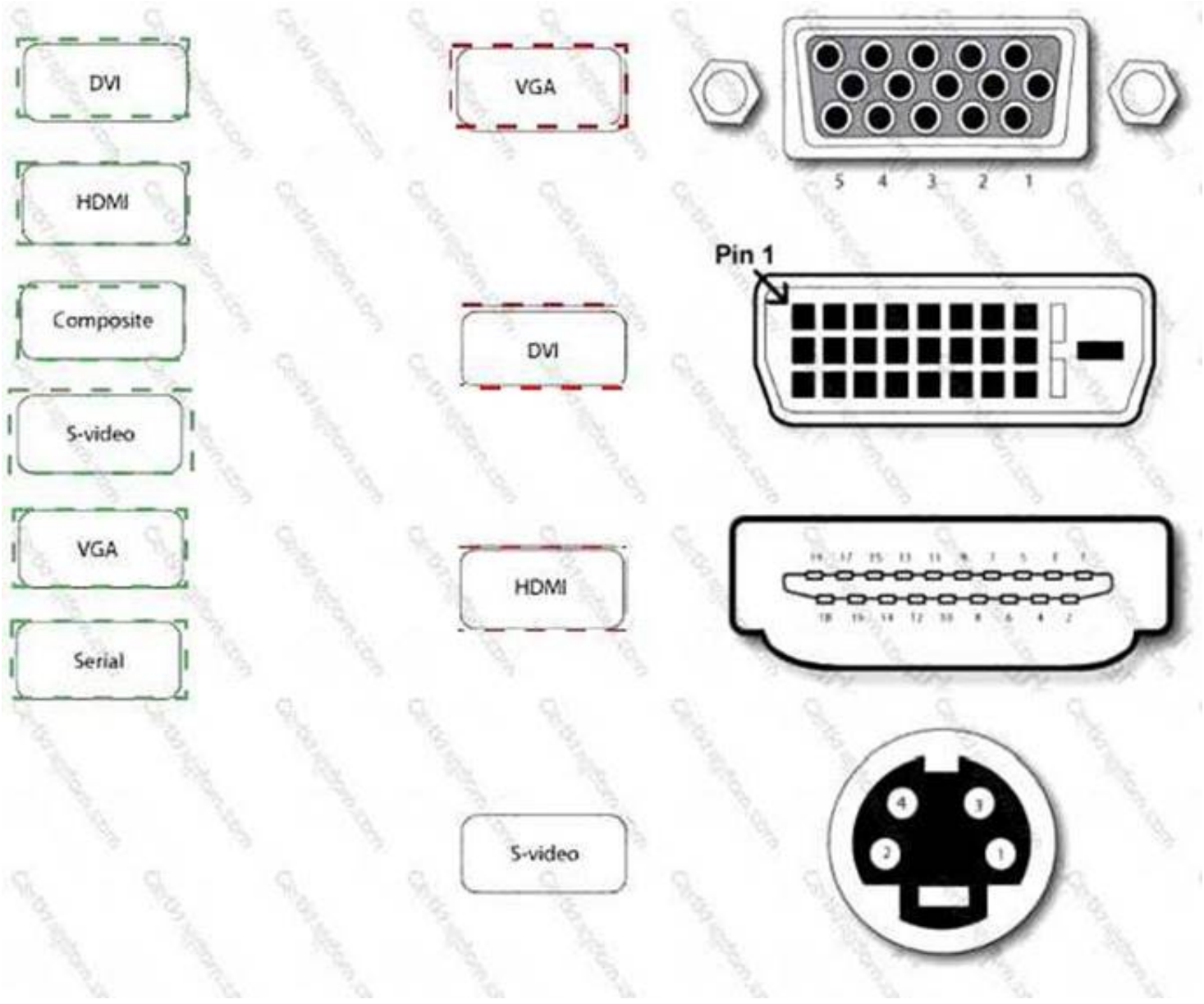
Answer: D

NEW QUESTION 384
Place the appropriate token next to each graphic.



Answer:

Explanation:



NEW QUESTION 387
Which of the following laser printer components will flip the paper to allow for printing on both sides?

A. Paper registration assembly
B. Paper pickup assembly
C. Duplex assembly
D. Image transfer belt

Answer: C

NEW QUESTION 392
A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

A. File and printer sharing
B. Internet connection sharing
C. Enable printer duplexing
D. USB hub

Answer: A

NEW QUESTION 393
Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?

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

Answer: D

NEW QUESTION 395
Which of the following wireless standards operates at 5GHz? (Select TWO).

A. 802.11a
B. 802.11b
C. 802.11bg
D. 802.11g
E. 802.11n

Answer: AE

NEW QUESTION 397
A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

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

Answer: D

NEW QUESTION 399
A technician has been asked to share a laser printer amongst the users in an HR workgroup.
The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

A. 802.11x
B. PAN
C. USB
D. Infrared (IR)

Answer: A

NEW QUESTION 400
Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

A. Quad core
B. Triple core
C. Dual core
D. Hyper-threading

Answer: D

NEW QUESTION 405
Which of the following is an advantage of an IPv6 network?

A. Virtually unlimited number of network addresses
B. Backwards compatible with all network devices and operating systems
C. Less security concerns
D. Higher available speed

Answer: A

NEW QUESTION 409
Which of the following would BEST describe the capabilities of a 64-bit operating system?

A. Capable of managing dual NICs.
B. Capable of effectively managing 1TB SSD.
C. Capable of managing more than 4 displays.
D. Capable of utilizing 128GB RA

Answer: D

NEW QUESTION 414
A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would MOST likely be required to facilitate installation?

A. RAID card
B. CNR card
C. Riser card
D. MCA card

Answer: C

NEW QUESTION 416
A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer's smartphone?

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

Answer: C

NEW QUESTION 417

Which of the following is the subnet mask for a Class A IP address?

A. 127.0.0.1
B. 255.0.0.0
C. 255.255.255.0
D. 255.255.255.254

Answer: B

NEW QUESTION 422
Which of the following is a standard Intel processor socket type?

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

Answer: D

NEW QUESTION 424
A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following MUST the technician know in order to add the printer to the environment?

A. IP address of the printer
B. MAC address of the printer
C. Subnet mask of the network
D. Firmware version of the printer

Answer: B

NEW QUESTION 425
ESD mats are useful for protecting against which of the following hazards?

A. Chemical burns
B. Electromagnetic interference
C. RF interference
D. Static buildup

Answer: D

NEW QUESTION 430
Which of the following RAM types is used if it is labeled as 4 GB PC1333?

A. RAMBUS
B. DDR3
C. SDIMM
D. SIM

Answer: B

NEW QUESTION 434
A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

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

Answer: C

NEW QUESTION 437
A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the MOST likely cause of the issue?

A. The display is defective and needs to be replaced.
B. The SATA controller is disabled in the BIOS.
C. The PCIe 6-pin power cable is not connected to the high-end video card.
D. The CPU is not powerful enough to provide adequate speed to the syste

Answer: C

NEW QUESTION 440
A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

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

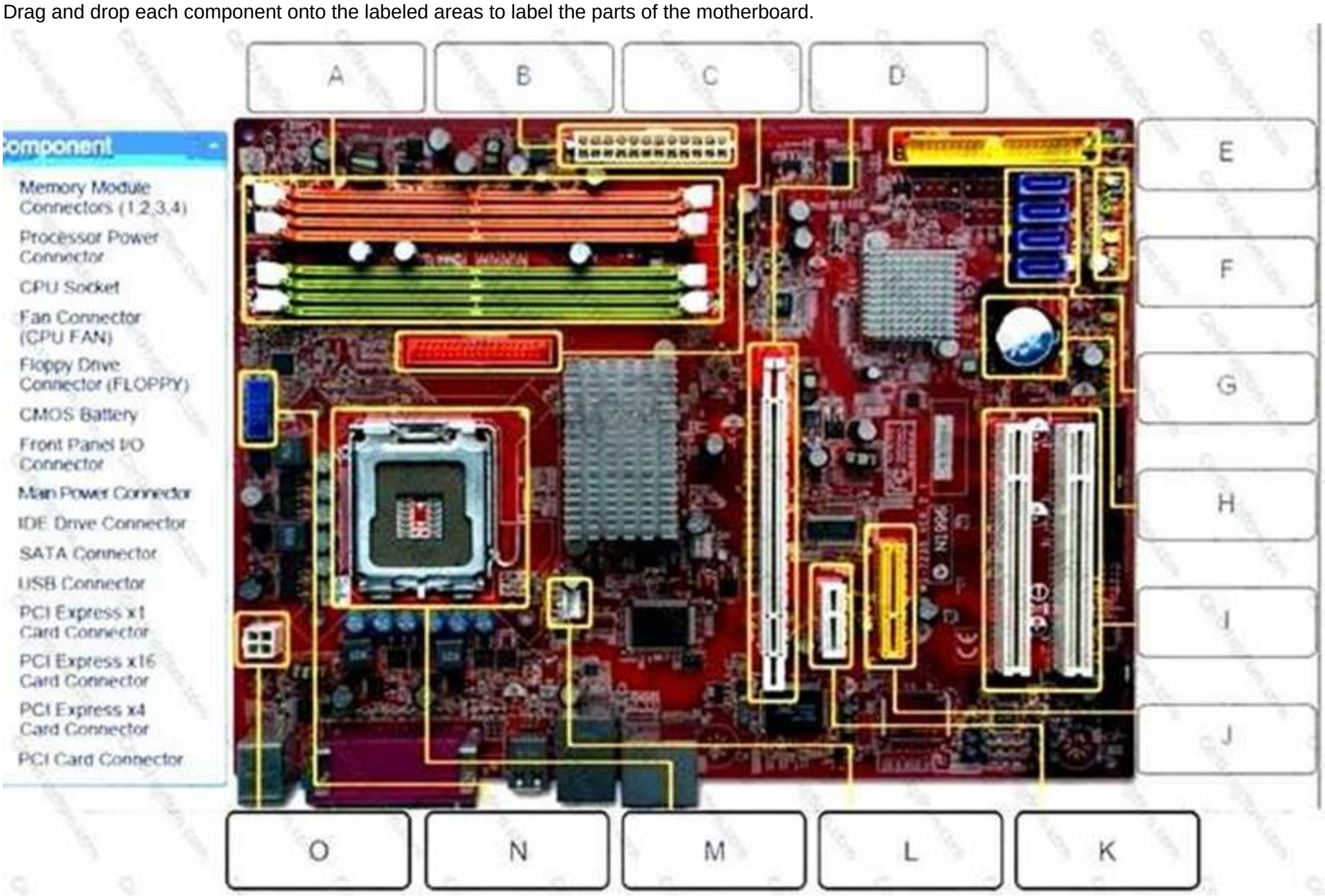
Answer: D

NEW QUESTION 444
A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

A. Software only
B. Bluetooth
C. Function keys
D. WiFi switch

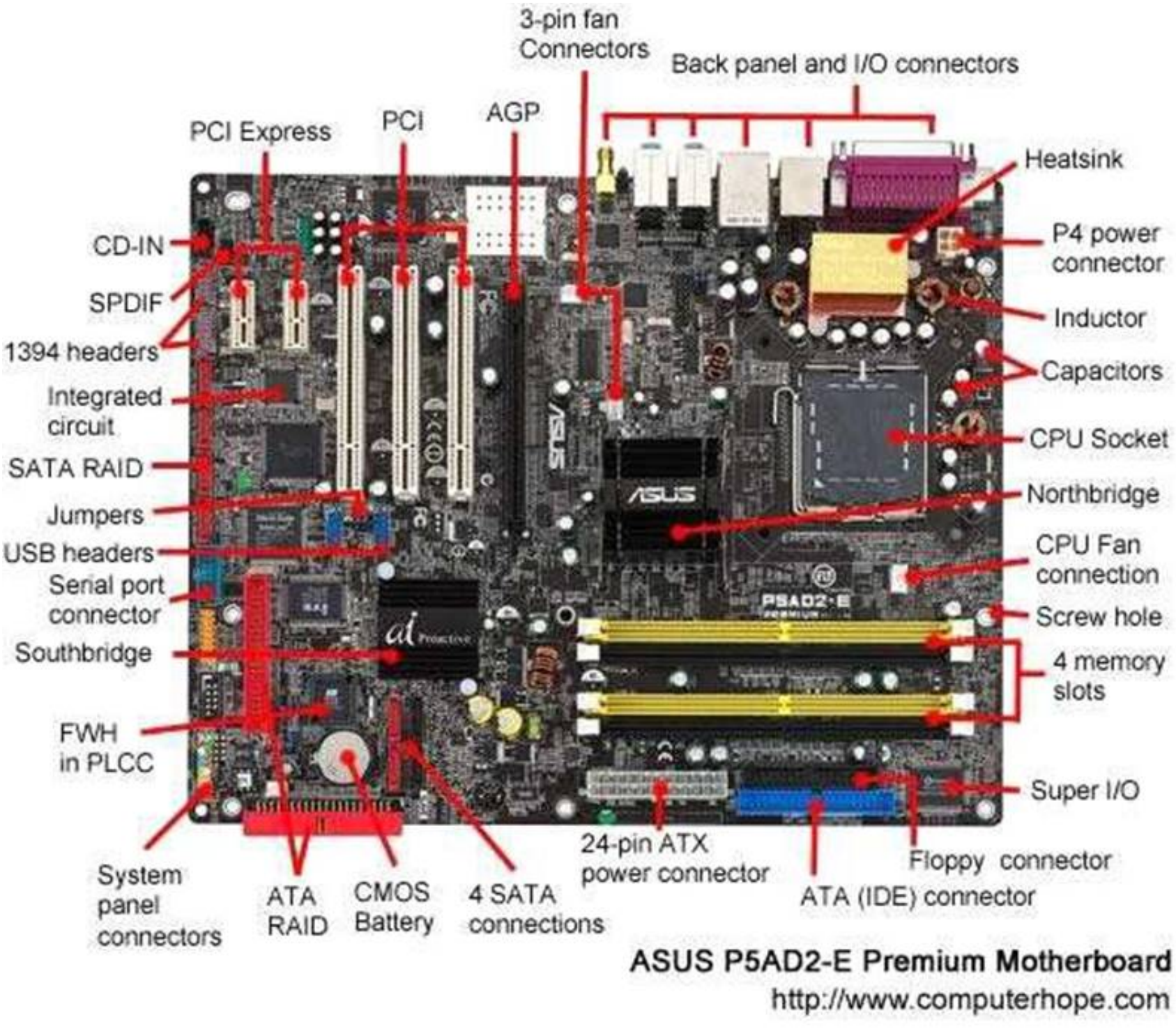
Answer: C

NEW QUESTION 445
Drag and drop each component onto the labeled areas to label the parts of the motherboard.



Answer:

Explanation: A - Memory Module Connectors (1, 2, 3, 4) B - Main Power Connector
C - Floppy drive connector (FLOPPY) D - PCI Express x16 card connector
E - IDE Drive Connector
F - Front Panel I/O Connector G - SATA Connector
H - CMOS Battery
I - PCI Card Connector
J - PCI Express x4 connector
K - PCI Express x1 card connector L - Fan Connector (CPU FAN)
M - CPU Socket
N - USBConnector
O - Processor Power Connector
You need to know about Motherboard, see detail from http://www.computerhope.com/jargon/m/mothboar.htm or http://www.build-your-own-computer.net/motherboard-diagram.html



NEW QUESTION 448
Which of the following allows for audio and video connections using a single cable?

A. HDMI
B. Parallel
C. DVI-A
D. eSATA

Answer: A

NEW QUESTION 449
A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select TWO)

A. Cooling fans
B. RAM
C. Number of CPU cores
D. Storage space
E. PCIe slots

Answer: BC

NEW QUESTION 451
Which of the following is used to provide secure file storage to network users only?

A. NAS
B. IMAP
C. SAN
D. SSH

Answer: A

Explanation: http://searchstorage.techtarget.com/definition/network-attached-storage

NEW QUESTION 453
A user is on a business trip with a company issued Windows 7 laptop and is unable to connect to corporate WLAN. To temporarily reconfigure the settings, which of the following must the technician must access?

A. Start/Control Panel/Network and Sharing Center/Change Adapter Settings/Wireless Network Connection Properties
B. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Profile Types
C. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Create an ad hoc network
D. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Manually create a network profile

Answer: A

NEW QUESTION 458
A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve the issue?

A. Disable SSID broadcast
B. Setup UPnP
C. Enable QoS
D. Configure DMZ

Answer: C

NEW QUESTION 463
Drag the components from the list and place them in correct devices.

Answer:

Explanation:

NEW QUESTION 466
A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

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

Answer: C

NEW QUESTION 467
Which of the following would typically require the use of a punchdown tool to connect a cable to the network switch?

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

Answer: C

NEW QUESTION 469
A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

A. Discharge all capacitors inside the PSU
B. Remove all jewelry
C. Ensure the PSU is plugged into a grounded electrical socket
D. Ensure humidity levels within the room are lowered
E. Put on an anti-static wrist strap

Answer: BE

NEW QUESTION 470
A network technician connects a tone generator to an RJ-45 drop. Which of the following is the MOST likely reason for doing this?

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

Answer: C

NEW QUESTION 474
A technician has been asked to install a printer on a Windows XP machine. Through which of the following Control Panel utilities will the technician install the printer?

A. Printers and Devices
B. Devices and Printers
C. Printers and Faxes

D. Devices

Answer: C

Explanation: http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_win dow

NEW QUESTION 479
A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. DL DVD Burner
B. LTO Drive
C. CD Burner
D. Blu-Ray Burner

Answer: A

NEW QUESTION 480
By default, which of the following ports is used for SMTP?

A. 21
B. 25
C. 110
D. 143

Answer: B

NEW QUESTION 482
Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

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

Answer: D

NEW QUESTION 484
A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

A. Keyboard filters
B. Privacy filters
C. Screensavers
D. Secure display drivers

Answer: B

NEW QUESTION 487
Which of the following is an advantage of UDP over TCP?

A. It is connection based.
B. It uses flow control.
C. It transfers packets faster.
D. It uses connection handshake

Answer: C

NEW QUESTION 489
A customer wants to copy a database that is 97GB in size for multiple uses. Which of the following format specifications should the customer use?

A. BD – CK DL
B. BDXL
C. BD – CK
D. BD-R

Answer: A

NEW QUESTION 492
Which of the following translates digital signals into analog for transmission over phone lines? A. SAN

A. VoIP
B. Modem
C. Bridge

Answer: C

NEW QUESTION 496
A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

A. 80
B. 110
C. 143
D. 443

Answer: C

NEW QUESTION 501
Which of the following Internet connection types has the HIGHEST latency?

A. WiMAX
B. Satellite
C. Fiber
D. Dial-up

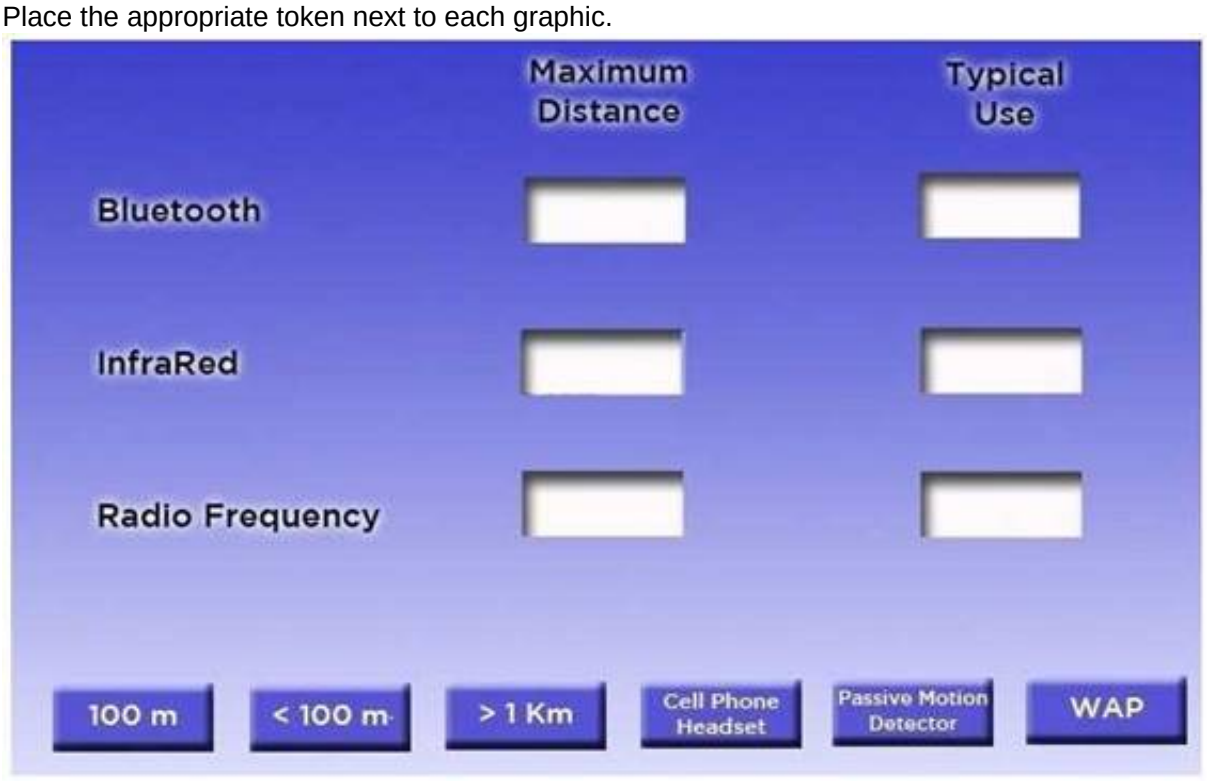
Answer: B

NEW QUESTION 504
A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?

A. Configure a guest wireless network
B. Implement a DMZ
C. Disable NAT on the wireless network
D. Disable the SSID
E. Assign static IPs for all devices

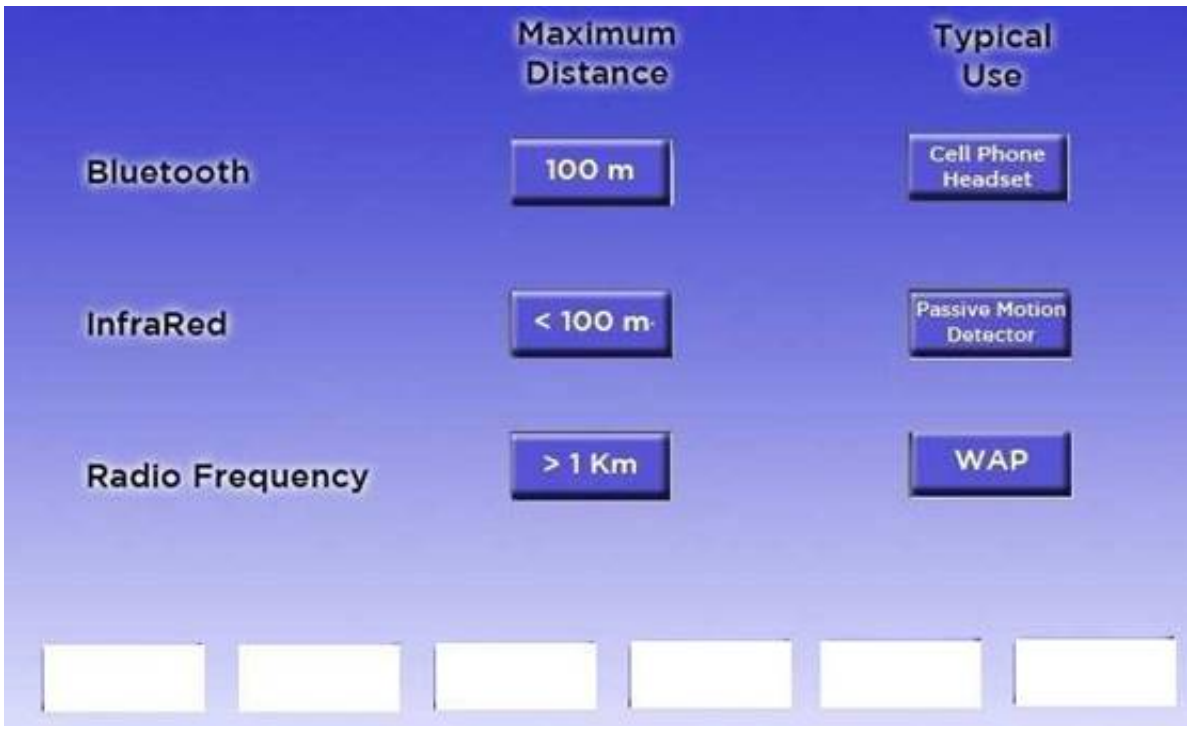
Answer: A

NEW QUESTION 509
Place the appropriate token next to each graphic.



Answer:

Explanation:



NEW QUESTION 512
A laser multi-function device in an office is able to scan documents, but users are reporting that when they try to make copies they receive an error. Which of the following troubleshooting steps should a technician try FIRST?

A. Apply a new preventative maintenance kit.
B. Ensure the MFD is connected and on the network.
C. Replace all empty ink cartridges in the MFD.
D. Check the toner level to see if it is lo

Answer: D

NEW QUESTION 517
A user wants to enable hands-free for a smartphone in a car. Which of the following needs to be performed?

A. Enable WiFi
B. Driver installation
C. Device pairing
D. Enable NFC

Answer: C

NEW QUESTION 522
Modern laptop screens are much brighter because of advances in which of the following technologies?

A. LED
B. Batteries
C. Inverter
D. Plasma

Answer: A

NEW QUESTION 524
A customer asks a technician to upgrade a desktop computer to support the DVI-D interface. Which of the following PC expansion cards would the technician upgrade?

A. FireWire card
B. Network card
C. Thunderbolt card
D. Video card
E. Sound card

Answer: D

NEW QUESTION 529
Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

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

Answer: AB

NEW QUESTION 531
A technician is building a custom gaming computer. Which of the following is the FASTEST memory the technician can use?

A. DDR2 CAS7
B. DDR3 CAS9
C. DDR3 CAS10
D. DDR3 CAS11

Answer: B

NEW QUESTION 532
A computer technician wants to boot up a computer using a USB flash drive. After inserting the USB drive and powering on the computer, it does not boot to the flash drive and instead boots to the OS on the hard drive. Which of the following is MOST likely the cause?

A. The boot order in the BIOS is incorrect
B. The hard drive is not formatted
C. There is a disc in the optical drive
D. There is insufficient memory

Answer: A

NEW QUESTION 536
A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

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

Answer: B

NEW QUESTION 540
Which of the following is the MAXIMUM number Mb audio files that a user can store on a CD- RW?

A. 50
B. 70
C. 100
D. 120

Answer: B

NEW QUESTION 541
Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

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

Answer: D

NEW QUESTION 544
Which of the following is used to facilitate communications with a user’s smartphone in order to make purchases and payments by proximity?

A. Bluetooth
B. IR
C. NFC
D. WPS

Answer: C

NEW QUESTION 549
A system board has six slots for memory chips, aligned in two banks. Which of the following is the optimal memory configuration this board supports?

A. Multi Mode
B. Dual Channel
C. Triple Channel
D. Single Channel

Answer: C

NEW QUESTION 551
A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

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

Answer: B

NEW QUESTION 553
Which of the following types of device cable types are used to connect output devices such as printers and scanners?

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

Answer: A

NEW QUESTION 556
The contrast ratio for an LCD monitor is BEST defined as the ratio between:

A. display resolution and brightness.
B. power consumption and output intensity.
C. power savings of a comparable CRT monitor and the LCD.
D. the darkest and lightest displayed outpu

Answer: D

NEW QUESTION 558
Laser printers and thermal printers both use a heating element to function. Which of the following differentiates them?

A. Laser printers require a liquid pigment.
B. Thermal printers use device specific stock.
C. Laser printers do not require thermal toner.
D. Thermal printers utilize refillable heat tone

Answer: B

NEW QUESTION 559
Which of the following is the standard sequence of wire color in a RJ-11 phone line?

A. Green, Black, Yellow, Red
B. Black, Red, Green, Yellow
C. Yellow, Black, Red, Green
D. Red, Black, Green, Yellow

Answer: B

NEW QUESTION 563
A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

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

Answer: D

NEW QUESTION 568
A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstation's NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?

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

Answer: C

NEW QUESTION 572
A customer states that when booting up the workstation, there is a message that says "no operating system detected"; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

A. Reinstall the operating system to reinstall the hardware drivers.
B. Modify the boot.ini within the operating system.

C. Modify the boot sequence within the UEFI.
D. Disable the TPM chip to turn off data encryptio

Answer: C

NEW QUESTION 575
Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

A. Use non-technical terms.
B. Use the appropriate acronyms.
C. Use proper technical terms.
D. Use email to ensure a written recor

Answer: A

NEW QUESTION 578
Which of the following technologies is the MOST secure form of wireless encryption?

A. SSL
B. WPA
C. WEP
D. TLS

Answer: B

NEW QUESTION 581
Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

A. USB
B. SATA
C. DVI
D. FireWire
E. HDMI

Answer: CE

NEW QUESTION 586
Which of the following connection types is capable of transmissions speeds up 100 Gbps?

A. Fiber
B. Coaxial
C. Infrared
D. DSL

Answer: A

NEW QUESTION 590
Which of the following standards is an expansion card slot used only for graphics?

A. PCIe
B. AGP
C. PCI
D. miniPCI

Answer: B

NEW QUESTION 594
Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

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

Answer: A

NEW QUESTION 597
A customer wants to connect a laptop to a mobile device’s Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

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

Answer: C

NEW QUESTION 599
USB 2.0 and which of the following ports share the same connector?

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

Answer: D

NEW QUESTION 602
Which of the following devices uses MAC tables to allow multiple computers to access a single network connection?

A. Hub
B. Firewall
C. VoIP
D. Switch

Answer: D

NEW QUESTION 606
Ann, a user, brings her laptop in and reports that it is no longer charging. Additionally, the laptop can no longer stay powered on even when plugged in. Which of the following hardware components is MOST likely in need of replacement?

A. Hard drive
B. Memory modules
C. System fan
D. Wireless card
E. System board

Answer: E

NEW QUESTION 610
Joe, a user, has a new slim profile laptop and is in need of additional USB ports. He has also requested FireWire connection capabilities which his laptop does not provide. Which of the following would BEST fit the specifications Joe has provided?

A. A docking station
B. An external USB hub
C. A USB to FireWire converter
D. A cable lock

Answer: A

NEW QUESTION 611
A client, Joe, has reported issues with the back cover of his company-issued smartphone. Joe stated that it seems to either come off on its own, or will not seat properly on the phone. Which of the following is MOST likely the problem?

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

Answer: B

NEW QUESTION 616
A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

A. diskpart
B. chkdsk
C. format
D. clean

Answer: B

NEW QUESTION 621
A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

A. DSL
B. QoS
C. VNC

D. WAN

Answer: B

NEW QUESTION 623
An older laptop does not have Wi-Fi capability but has some rectangular slots on its side. Which of the following is the port that would take a Wi-Fi card in this laptop?

A. SODIMM
B. PCMCIA
C. SD
D. Compact flash

Answer: B

NEW QUESTION 627
A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?

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

Answer: C

NEW QUESTION 631
A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

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

Answer: A

NEW QUESTION 635
A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

A. Punchdown
B. Loopback plug
C. Multimeter
D. Crimper

Answer: A

NEW QUESTION 640
A user has a CAD / CAM workstation that is to be reconfigured into a Gaming PC. Which of the following would be the EASIEST and MOST effective upgrade?

A. Add better Sound Card
B. Install a TV Tuner
C. Add additional L2 cache
D. Install USB 3.0 Card

Answer: A

NEW QUESTION 642
Which of the following connections are typically on the external PC chassis? (Select TWO).

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

Answer: CD

NEW QUESTION 643
Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

A. Proxy
B. Switch

C. Firewall
D. Router

Answer: C

NEW QUESTION 646
Which of the following should a technician do NEXT after reporting an incident?

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

Answer: D

NEW QUESTION 649
Which of the following are standard AMD processor socket types? (Select TWO).

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

Answer: CE

NEW QUESTION 653
A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

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

Answer: AE

NEW QUESTION 656
Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?

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

Answer: D

NEW QUESTION 660
Which of the following devices can be used to merge traffic between two different network topologies?

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

Answer: B

NEW QUESTION 661
A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

A. CMOS Battery
B. Mini-PCI Card
C. Inverter
D. DC Cord

Answer: C

Explanation: http://www.ehow.com/how-does_5011808_inverter-work-laptop.html

NEW QUESTION 665
Which of the following cable types should always be used through life safety areas?

A. PVC
B. Plenum
C. STP
D. Fiber

Answer: B

Explanation: Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

NEW QUESTION 670
Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

A. CAT5e
B. CAT6
C. RG-59
D. STP

Answer: C

NEW QUESTION 671
Which of the following wireless transmission methods requires line of sight?

A. Infrared
B. RFID
C. 802.11a
D. Bluetooth

Answer: A

Explanation: http://electronics.howstuffworks.com/remote-control2.htm

NEW QUESTION 674
Which of the following is the form factor of a standard Parallel connector?

A. DB-9
B. DB-15
C. DB-25
D. DIN-6

Answer: C

NEW QUESTION 675
A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

A. SATA
B. SCSI
C. USB
D. EIDE

Answer: B

Explanation: http://en.wikipedia.org/wiki/SCSI

NEW QUESTION 676
A technician has noticed that a client has an unsecured wireless network. Which of the following IS the BEST security encryption type to protect the wireless network from intrusion?

A. WEP2
B. WEP
C. WPA2
D. WPS

Answer: C

NEW QUESTION 681
A user reports that a computer keeps shutting down. After troubleshooting, the technician determines the shutdowns occur whenever the.... is stressed, such as when the user is compelling a program in virtual Studio. Which of the following is MOST likely issue?

A. The Visual Studio program is corrupted and needs to be reinstalled.
B. The OS has not born updated recently and requires a reboot.
C. The video card needs to be upgraded to run graphics intensive applications.
D. The CPU is overheating because of excessive dust buildup in the heat sink and the fan

Answer: D

NEW QUESTION 685
A technician just finished installing a PCIe video workstation. Which of the following needs to be adjusted to disable the onboard video?

A. BIOS
B. Southbridge
C. Northbridge
D. CMOS

Answer: A

NEW QUESTION 690
Which of the following interconnects devices to make a star topology?

A. Bridge
B. Router
C. Switch
D. Firewall

Answer: C

NEW QUESTION 691
Which of the following types of devices MOST likely uses electronic ink technology?

A. Smartphonn
B. Phablet E-reader
C. Tablet

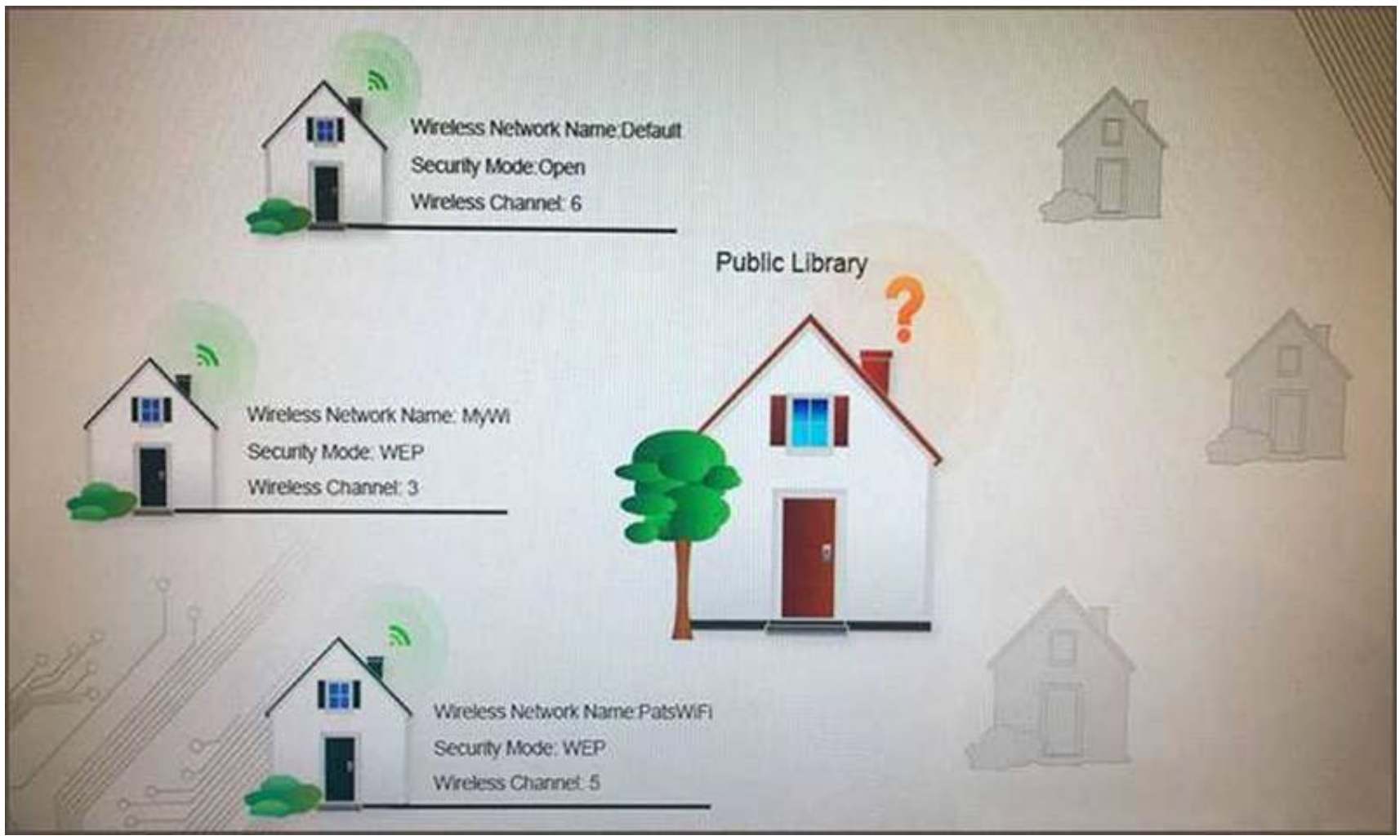
Answer: A

NEW QUESTION 694
A user a call the help desk and states the LCD monitor is blurry and displaying muted colors. The help technician asks the user to power the monitor on and off to see if it receives the issue. The user still experiences the same issue. Which of the following tools can be used to resolve the issue?

A. Degausser
B. Loopback plug
C. Multimeter
D. OSD utility

Answer: D

NEW QUESTION 699
Laura, a customer, has instructed you to configure her home office wireless access point. Laura plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. Laura requests that the default settings be changed to the following.
Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure$1
Finally, Laura wants to ensure that only her laptop and SmartPhone can connect to the network. Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 SmartPhone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11
Instructions: Select Laura's house in the diagram to configure her wireless network. Once the wireless network tabs are configured, select the save button and then the done button to submit.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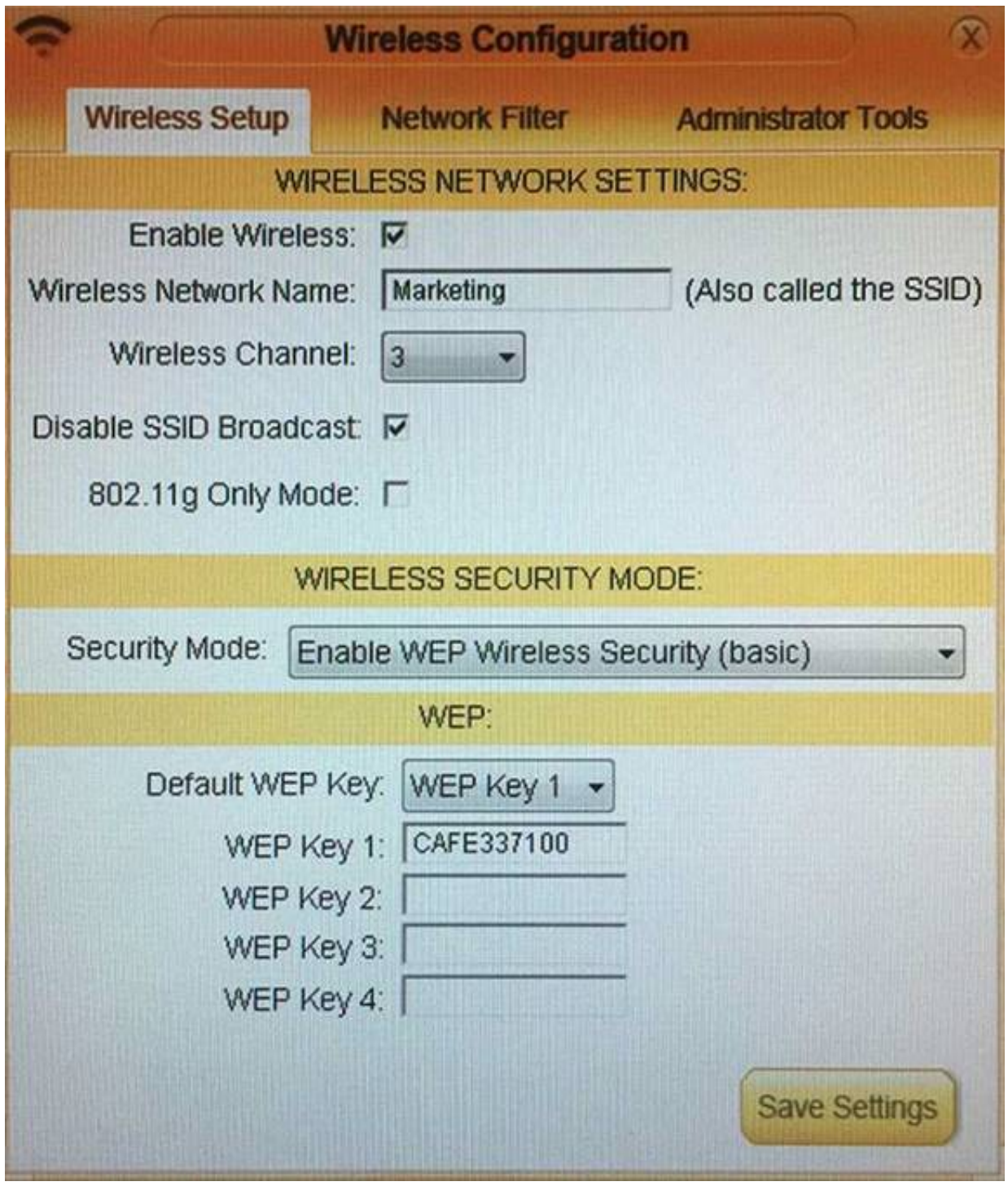
Security Mode:Open
Wireless Channel: 6
Public Library
Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 3
Wireless Network Name:PatsWiFi
Security Mode: WEP
Wireless Channel: 5


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
WIRELESS NETWORK SETTINGS:
Enable Wireless:
Wireless Network Name: Marketing (Also called the SSID)
Wireless Channel: 3
Disable SSID Broadcast:
802.11g Only Mode:
WIRELESS SECURITY MODE:
Security Mode: Enable WEP Wireless Security (basic)
WEP:
Default WEP Key: WEP Key 1
WEP Key 1: CAFE337100
WEP Key 2:
WEP Key 3:
WEP Key 4:
Save Settings

Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
MAC Address
00:0A:BF:03:C4:54
09:2C:D0:22:3F:11
Save Settings
Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
ADMIN PASSWORD
Please enter the same password into both boxes for confirmation.
Password:
Verify Password:
Save Settings

Answer:

Explanation: Full configuration
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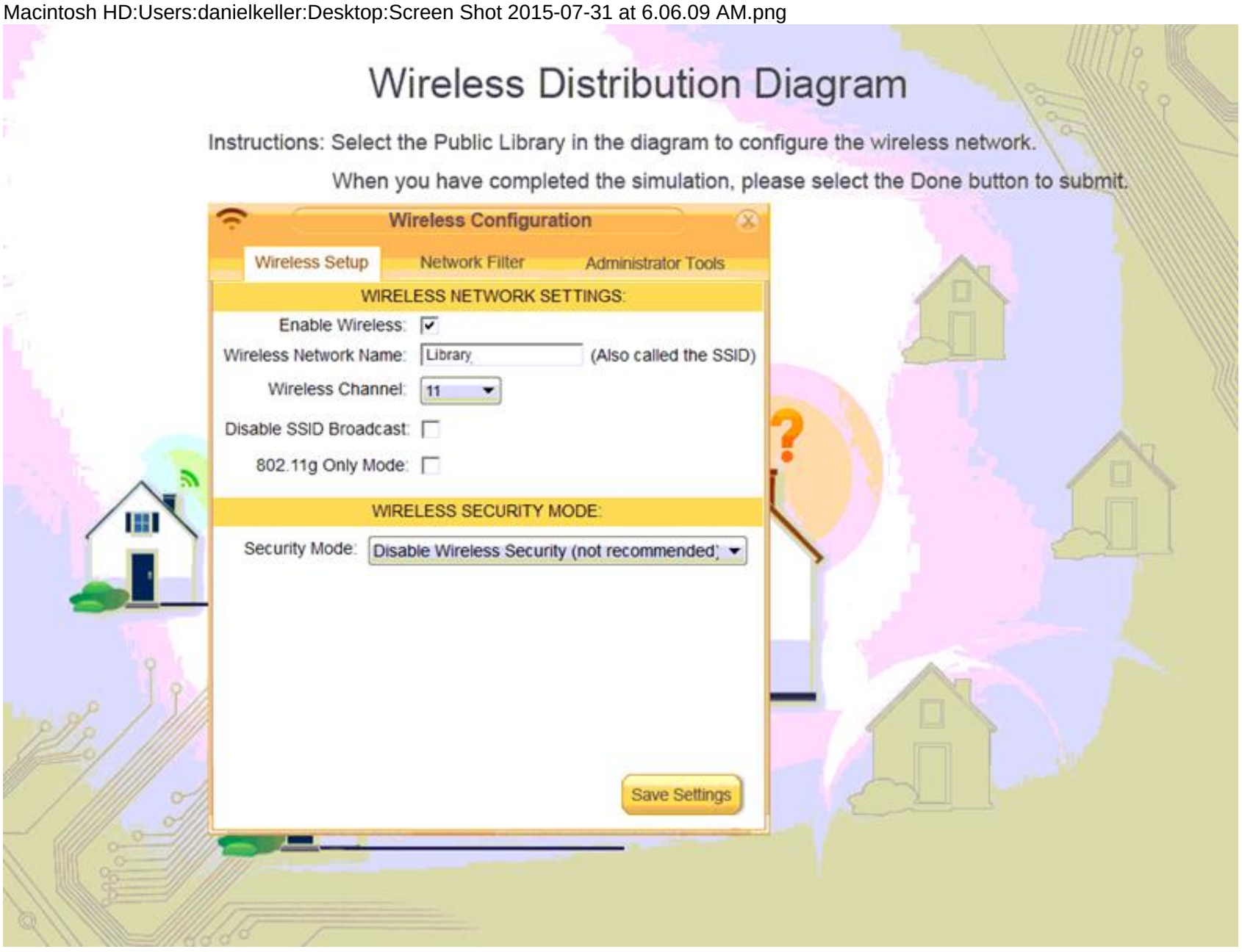

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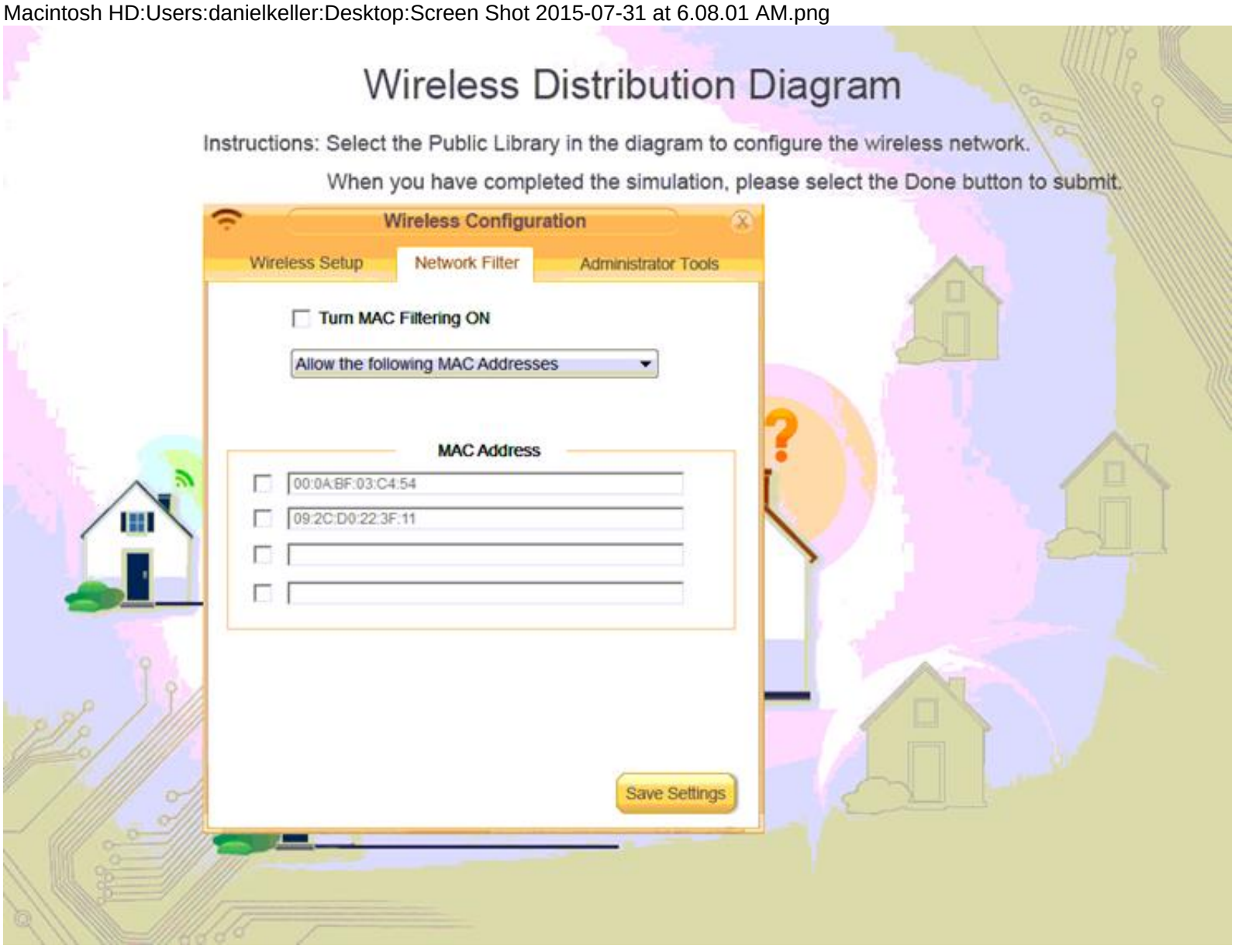

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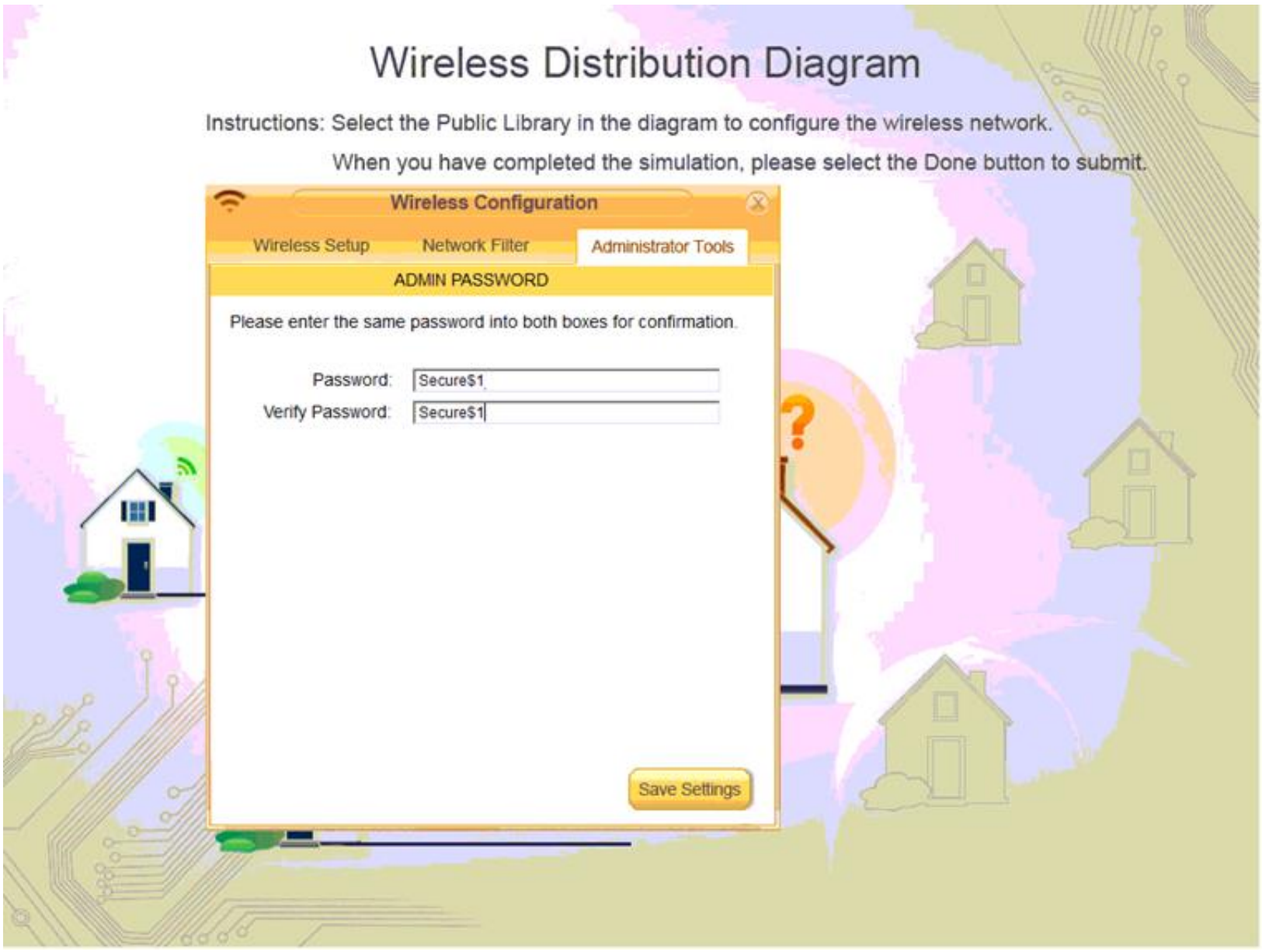

NEW QUESTION 700
A network administrator is attempting to access the firewall while inside datacenter. Which of the following peripherals must be connected to do so?

A. KVM
B. Touchpad
C. Mouse
D. Keyboard

Answer: A

NEW QUESTION 701
A technician is deploying a wireless AP at a location where is not a power outlet nearby. Which of the following devices could supply enough power to the AP?

A. Stand switch
B. router
C. PoE injector
D. Repeater

Answer: C

NEW QUESTION 702
A user of a high-end workstation requires a Blu-Ray re-writable drive to be installed The PC has available USB 2.0 ports, an Open expansion slot but no open drive bay. Which of the following would allow the Blu-Ray writer the FASTEST operational speed?

A. Install an eSATABDXL drive
B. Install a USB 30 card, and connect a BDXL drive
C. Connect the BDXL to a USB 2 0 port
D. Add an internal BDXL driv

Answer: B

NEW QUESTION 705
A sales representative is planning a business trip that will involve stays at hotels in remote location with little broadband and poor cellular reception. Which of the following does the IT department need to ensure is available on the sales representative's laptop for reliable telecommunicating while travelling?

A. RJ-45 jack
B. Bluetooth capability
C. RJ- 11 jack
D. PCMICA card

Answer: C

NEW QUESTION 709
Which of the following is an advantage of wearable technology over standard accessories?

A. Incoming call notifications
B. Longer battery life
C. Easily set wake-up alarms
D. Ability to check the time

Answer: A

NEW QUESTION 714
Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

A. DNS
B. DHCP
C. ProxyD .Web server

Answer: A

NEW QUESTION 718
A user call the help desk stating a laptop performing slowly and the hard drive activity lights are blinking continuously. a technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostic checks, which returns no failure. Which of type following should the technician do NEXT?

A. install a new hard drive.
B. Check for hard-drive firmware upgrades.
C. Replace the hard drive with a solid state drive.
D. Configuration the laptop in high-performance mode.
E. Change the boot order in the system BIO

Answer: C

NEW QUESTION 722
A customer brought a laptop with a cracked screen to a repair shop. The technician powered on the machine and verified the screen still worked. But the display was distorted and unusable. To adhere to best practices, Which of the following should the technician do? (Select THREE).

A. Ask the user to watch the procedure to ensure no mistakes are made.
B. Advise the customer to perform a full backup of the hard drive.
C. Connect a more experienced colleague to perform the repair.
D. Escalate to a manager before performing any repairs.
E. Document and label the disassembly procedure, including all hardware parts.
F. Use the appropriate hard tools to conduct the repairs and take ESD precautions.
G. refer to the manufacture resources for disassembly of the lapto

Answer: BDG

NEW QUESTION 723
A company decides to deploy customer-facing, touch-scan kiosks. The kiosks appear to have several open service ports that could potentially become compromised. Which of the following is the MOST effective way to protocol the kiosks?

A. Install an IDS to monitor all traffic to and from the kiosks.
B. Install honeypots on the network to detect and analyze potential kiosk attacks before they occur.
C. Enable switchport security on the ports to which the kiosks are connected to prevent network –level attacks.
D. Create a new network segment with ACLs, limiting kiosks' traffic with the internal networ

Answer: D

NEW QUESTION 724
A technician has receives a call about an issue with a monitor. The technician notices certain sports on the display never change color additionally is a faint image prevent when the display is powered on, which fades after several minutes. Which of the following symptoms in this display experiencing? (Select TWO.)

A. incorrect patterns incorrect
B. Dead pixels
C. Artifacts
D. Distorted image
E. Distorted geometry
F. Burn-in

Answer: CD

NEW QUESTION 729
A technician is servicing a laptop that cannot an IP address. When the laptop receives an IP address, It receives if and cycle through replacement. The technician has replacement the cable, plugged into a known good network jack, and successfully a different laptop. Which of the following tools should the technician use NEXT?

A. Tone generator
B. Multimeter

C. Cable tester
D. Loopback plug

Answer: C

NEW QUESTION 731
A technician is troubleshooting a server RAID array that shows the following error: “DRIVE 0 Not Found”
Which of the following should be checked FIRST in this scenario?

A. SATA cable
B. HDD jumper settings
C. BIOS update
D. Boot sector configuration

Answer: D

NEW QUESTION 734
Occasionally a technician will need to order a new feature for a printer. For which of the following types of print is the technician ordering the fuser?

A. Thermal
B. Impact
C. Laser
D. Inkject

Answer: C

NEW QUESTION 737
A network technician has recently installed new VoIP phones at all employees’ desk a new SIP cloud VoIP solution. However, the technician is unable to make a call from the device after testing. Which of the following should the technician verify?

A. TCP 443 is allowed.
B. UDP 1720 is allowed.
C. UDP 5060 is allowed.
D. UDP 5061 is allowed.
E. TCP 8080 is allowed.
F. TCP 8181 is allowed.

Answer: EF

NEW QUESTION 738
A technician is tasked with connecting a digital to a computer that requires a 4GB connection speed. Which of the following types of connection cables is sufficient for this requirement?

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

Answer: D

NEW QUESTION 742
A customer brings .n a PC that recently stopped working. The technician begins diagnosis and finds the follows symptoms:
*The PC turns on and all fans spin normally.
*No display output is given either from onboard video or m PCIe video card.
*There are no POST beep codes at boat even with the CPU and RAM fully removed. Which of the following is the MOST accurate conclusion based on these findings?

A. The PSU wattage is rated too low for the components.
B. The CMOS battery is dead and needs replacement.
C. The PSU has its voltage switch set to 240V.
D. The motherboard has failed and needs replacemen

Answer: D

NEW QUESTION 747
A user is having trouble moving and opening icon with a figure on a tablet. A technician has checked the performances and configured the speed and sensitivity, however, the problem remains. Which of the following actions should the technician advice the user to take?

A. Connect a wireless mous
B. Replace the digitize
C. Restart the table
D. Clean the scree

Answer: C

NEW QUESTION 751

A user needs a derive system the offers redundancy while providing the fastest read/write speed possible. Which of the following RAID configurations should a technician configure in the user's workstation?

A. 1
B. 5
C. 10

Answer: C

NEW QUESTION 753
A user reports that a laptop will not power on. A technician verifies that the battery and power adapter are functional, replaces the power button and its connector, and removes all external devices. Which of the following hardware components is MOST likely at fault?

A. Optical drive
B. Hard drive
C. Memory socket
D. SATA controller
E. System board

Answer: E

NEW QUESTION 756
A technician is setting up a wireless printer that is capable of supporting 5-1MBps throughout and a SSHO node frequency band for communication. The technician must configure the SOHO router to support the printer. Which of the following should the technician enable on the wireless SOHO router to ensure wireless connectivity to the printer?

A. 802.11a
B. 802. 11b
C. 802 11g
D. 802 11n

Answer: A

NEW QUESTION 761
A technician is adding a second processor to the motherboard of a workstation. Which of the following does the technician need to apply to ensure proper cooling of the new processor? (Select two.)

A. Hyper-threading
B. Temperature sensor
C. GPUclocking CPU
D. Thermal paste
E. Fans

Answer: DE

NEW QUESTION 762
A user has a PC with RAID configuration and reports slow computer performance. A technician uses the manufacture's diagnostic software, and the computer passes all tests. The technician then uses a defragmentation tool and hears clicking noises. Which of the following should the technician identify and replace?

A. Hard drive
B. System fan
C. SSD
D. RAID controller

Answer: A

NEW QUESTION 767
A network administrator has a change to point the new website to friendly name instead of an IP address. A developer does not want to wait for the change to replicate across the network. Which of the following could use to make friendly name work immediately?

A. ipconfig /a11
B. ipconfig / release
C. ipconfig /?
D. ipconfig /flushdns

Answer: D

NEW QUESTION 771
A technician has been asked to make recommendation on a server for home use. The server will store and stream video to other devices over the local network and should have some build-i data redundancy. Which of the following is MOST important meet the requirements? (Select TWO.)

A. Multiple display support
B. Gigabit NIC
C. Hardware RAIL 3
D. HDMI output
E. 7.1 surround sound
F. Compact form factor

Answer: AD

NEW QUESTION 772
A technician is surveying college's network equipment room and connectivity. Which of the following types of documentation does the technician need perform a detailed site survey? (Select THREE).

A. IDF/MDF documentation
B. Cable run label documentation
C. network configuration documentation
D. Performance baseline documentation
E. Standard operating procedure documentation
F. Change management documentation
G. Rack diagram documentation

Answer: BEG

NEW QUESTION 774
A user is looking for a top-of-the-line gaming computer but is prone to motion sickness. The user wants to ability to talk to players and participate in the game without the use of a keyboard.
Which of the following should the technician recommend? (Select TWO.)

A. Speakers
B. VR headset
C. Head
D. Projector
E. Game controller
F. Microphone

Answer: AE

NEW QUESTION 775
A consultant must be recommend a portable device that does not require WIFI access for video conferencing. Which of the following would the consultant MOST likely recommend?

A. Web camera
B. Smartphone
C. Smart watch
D. Smart glasses

Answer: B

NEW QUESTION 778
Which of the following is a benefit DHCP over static addressing?

A. Every device will automatically be given a default gateway
B. It eliminates the possibility of duplicate MAC addresses
C. The device can be identified by a friendly name
D. The technician can monitor every device on the network

Answer: A

NEW QUESTION 779
Which of the following mobile connection types has the LOWEST data transmission rate?

A. Bluetooth
B. NFC
C. 802.11ac
D. IRE

Answer: D

NEW QUESTION 782
A remote user has attempted to install a new wireless printer on a home network. The user can print to it when plugged into a USB cable from the laptop to the printer, however, the user cannot print wirelessly, A technician has remotely connected to the user's laptop to troubleshoot the issue. Which of the following is MOST likely the reason that the user cannot print wirelessly?

A. The printer does not have an IP address
B. The printer is low on toner.
C. The printer cannot access the network.
D. The laptop has the wrong print driver installe

Answer: A

NEW QUESTION 785
User has been terminated but is allowed to create a backup of personal files. The user has 5 2GB of data to save, the company has agreed to give the user a disk

to store information. Which of the following should be issued to hold all of the information with the MAXIMUM amount of utilized Space?

A. DVD-RW
B. BD-R DL
C. DVD-R DL
D. BD-R

Answer: A

NEW QUESTION 787
Ann, a customer is in an area where internet connectivity is available. When trying to access a web page on her laptop, she receives a page cannot be found'' message. Which of the following is the FIRST key Ann should check to troubleshooting the internet connection?

A. Cellular function key
B. GPS function toggle
C. WLAN function toggle
D. Bluetooth function key

Answer: C

NEW QUESTION 789
An organization is preparing to make the switch from POST to a VoIP- based system. Which of the following should the network administrator configure on the router to ensure calls ate not distorted or disconnected?

A. QoS
B. NAT
C. DMZ
D. UPnP

Answer: B

NEW QUESTION 792
Which of the following display types will be able to shows the WDEST range of colors?

A. LCD
B. CCL
C. CLED
D. TFT

Answer: A

NEW QUESTION 796
A client a technician to upgrade the intel i5 process in a laptop. The client wants to impress performance without replacing components. Which of the following steps are MOST appropriate when completing the upgrade? (Select TWO.)

A. Replace the thermal compound on the heat sink
B. Use a socket AM2 CPU2 for the upgrade
C. Upgrade the HAL on the OS
D. Use a socket 1155 CPU for the upgrade
E. Use a socket FMI CPU for the upgrade
F. Download and install the drivers for the new CPU before the upgrade

Answer: AF

NEW QUESTION 800
Which of the lollowing does IPv6 use to autoconfigure nodes?

A. APIPA
B. Neighbor discovery
C. COR
D. Address resolution protocol

Answer: D

NEW QUESTION 804
A technician is troubleshooting a workstation's network connectivity and wants to confirm which switchport corresponds to the wall jack the PC is using. Which h off the following concepts would BEST help the technician?

A. Consistent labeling
B. Change management
C. Standard work instructions
D. Inventory management
E. Network baseline

Answer: B

NEW QUESTION 809
A user calls help desk regarding is problem connection a laptop to the internet. When the laptop plugged into the ..... there was no connection. The technician determines the external is not working. Which of the following should technician perform FIRST to troubleshoot the issue?

A. Ensure power connection are properly seated.
B. Ask the user to run virus malware retry.
C. Reseat the network connections and retry.
D. Advise the user to purchase a new docking statio

Answer: D

NEW QUESTION 811
Which of the following are characteristic of jumbo frames? (Select TWO).

A. Commonly used on SAN
B. NTU size greater than 1500
C. MTU size greater than 10000
D. Commonly used on laaS
E. MTU size greater than 12000

Answer: BD

NEW QUESTION 813
Which of the following internet connection types is MOST likely to use a coaxial connector?

A. Cable
B. DSL
C. Fiber
D. ISDN

Answer: A

NEW QUESTION 816
A user reports that a PC monitor does not look correct. The user tried adjusting the settings, but the on-screen appearance worsened. The technician inspects the monitor and notices the left and right sides are concave. Which of the following adjustments would MOST likely fix the monitors issue?

A. Centering
B. Gamma
C. Trapezoid
D. Pin cushion

Answer: D

NEW QUESTION 820
A customer is looking for new wearable technology and wants to track heart rate with little effort. Which of the following devices should the technician Recommend?

A. e-Reader
B. Pedometer
C. Bluetooth headset
D. Fitness monitor

Answer: D

NEW QUESTION 824
A technician wants to set up a computer to run multiple OSs at the same time. Which of the following should be enabled to improve performance?

A. Virtualization support
B. Multiboot partitions
C. Performance monitoring
D. Data execution prevention

Answer: A

NEW QUESTION 827
A junior technician has been making configuration changes on a computer that is connected to wired network. The computer is now experiencing slow transfer speeds. A senior technician, who is assisting the junior technician, verifies the static IP address, mask, and gateway address on the computer are correct. Other employees on the same network are not experiencing any issue. Which of the following is the MOST likely problem?

A. Speed and duplex setting of the network card.
B. Crossover cable used instead of straight-through cable
C. MAC filtering enabled on the switch
D. Firewall settings on the computer

Answer: A

NEW QUESTION 829
Users in a school tab are reporting slow connections to the servers and the internet. Other users in the school have no issues. The lab has 25 computers and is connected with a single 1 Gb Ether connection on a Cat 5e to an unmanaged switch.

A. Plug in a second space cable at each end to double the speed.
B. Replace the switches with ones that utilize port bonding and use the spare cables.
C. Replace the switches with 10Gb switches and utilize the existing cabling.
D. Plug in a second cable and set port to TX and one port to RX

Answer: C

NEW QUESTION 833
A user wants lo buy a smartphone that will allow for shopping with contactless payments. Which of the following connection types should the smartphone have?

A. NFC
B. WiFi
C. IR
D. Bluetooth

Answer: B

NEW QUESTION 837
A technician set up a new SOHO network recently. The installed router has four Ethernet ports, however, the cluster has seven devices that need wired connections. Which of the following should technician do to BEST meet the cluster's requirements?

A. Install a six-port switch.
B. Configure port forwarding on the router.
C. Install WAPs near the devices.
D. Configure the switchports as EtherChannel port

Answer: C

NEW QUESTION 841
A network technician has salvaged several Ethernet cables from datacenter. The technician attempts to use the cables to connect desktops to the network without success. Which of the following is MOST likely issue?

A. The cables have a incorrect pin-out
B. The cables are UTP instead of STP.
C. The cables are Cat 6 instead of Cat 5
D. the cables are not plenum rate

Answer: D

NEW QUESTION 844
A network administrator is redesigning network security after an attack. During the attack, an attacker used open cubicle locations to attach devices to the network. The administrator wants to be able to monitor future attacks in a safe environment and determine the method of attack. Which of the following should the administrator do to BEST meet this requirement?

A. Create a VLAN for the unusable ports and create a honeypot on the VLAN.
B. Install a BPDU guard on switchports and enables STP.
C. Create a DMZ for public servers and secure a segment for the internal network.
D. Install antivirus software and set an ACL on the server

Answer: A

NEW QUESTION 846
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