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QUESTION 1

A multimedia workstation has an existing SATA hard drive that is approaching full capacity. A technician wants to add additional hard drives into this workstation to store additional data. These drives will be used purely for file storage, and hardware redundancy is required to be in place to prevent data loss. The technician plans to add a PCIe storage adapter to help fulfill these requirements. Which of the following actions should the technician take when installing this new hardware? (Select TWO).

- A. The driver for the storage adapter must be installed into the OS.
- B. The storage adapter should be placed highest in the boot order.
- C. The storage adapter should use RAID 0.
- D. The additional hard drives must also use the SATA interface.
- E. The storage adapter should be configured for mirroring.

Correct Answer: DE

QUESTION 2

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

- A. Replace the print head with OEM replacement.
- B. Use a cotton swab and alcohol to clean the print head.
- C. Use the printer manufacturer's cleaning kit to clean the print head.
- D. Use an industry approved cleaning kit to clean the print rollers.
- E. Use the printer manufacturer's cleaning kit to clean the print rollers.

Correct Answer: C

QUESTION 3

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

Correct Answer: B

QUESTION 4

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. Hyper-threading
- C. Fan speed
- D. Number of cores

Correct Answer: A

QUESTION 5

Place the appropriate token next to each graphic.

Select and Place:

	Maximum Distance	Typical Use
Bluetooth	<input type="text"/>	<input type="text"/>
InfraRed	<input type="text"/>	<input type="text"/>
Radio Frequency	<input type="text"/>	<input type="text"/>

100 m < 100 m > 1 Km Cell Phone Headset Passive Motion Detector WAP

Correct Answer:

	Maximum Distance	Typical Use
Bluetooth	100 m	Cell Phone Headset
InfraRed	< 100 m	Passive Motion Detector
Radio Frequency	> 1 Km	WAP

QUESTION 6

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

Correct Answer: B

QUESTION 7

A technician is installing a new office workgroup printer and wants to network it across all computers. Which of the following methods would accomplish this with the MOST reliable results?

- A. Enable Bluetooth on the printer and allow users to print wirelessly
- B. Connect a network cable to the printer and establish IP-based printing

- C. Connect it over parallel cable to a PC and share the printer with users
- D. Connect it over USB to a PC and share the printer with users

Correct Answer: B

QUESTION 8

A technician receives multiple calls from users stating that documents submitted to a shared printer are not printing. The technician can ping the device to confirm it is powered on and connected to the network. The technician successfully prints a test page from the device control panel. Which of the following should the technician perform NEXT?

- A. Reinstall the print drivers
- B. Restart the print spooler
- C. Reconfigure TCP/IP settings
- D. Remove and reinstall the printer

Correct Answer: B

QUESTION 9

A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

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

Correct Answer: C

QUESTION 10

A network administrator has a requirement to implement a WiFi hot-spot 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

Correct Answer: B

QUESTION 11

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

Correct Answer: B

QUESTION 12

A technician needs to boot a PC from a USB drive. Which of the following settings should be disabled to accomplish this task?

- A. Fast Boot
- B. UEFI Admin Password
- C. Secure Boot
- D. Legacy Boot

Correct Answer: C

QUESTION 13

Which of the following types of connectors can use a maximum of 8 strands of wires?

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

Correct Answer: C

QUESTION 14

A customer is having a problem with a newly installed home network. Three computers and a cable modem are connected into a SOHO router with Cat 5e cables. Computer 1 is able to access the Internet; however, Computer 2 and Computer 3 have no Internet access. A technician runs the ipconfig command on Computer 1:

Computer 1: IPv4 address: 192.168.1.100 Subnet Mask: 255.255.255.0 Gateway: 193.134.4.1

The technician then runs the ipconfig command on two other computers that are NOT able to access the Internet:

Computer 2: IPv4 address: 192.168.1.101 Subnet Mask: 255.255.255.0 Gateway: 192.168.1.1

Computer 3: IPv4 address: 192.168.1.102 Subnet Mask: 255.255.255.0 Gateway: 192.168.1.1

Which of the following is the MOST likely reason Computer 2 and Computer 3 cannot access the Internet?

- A. The DHCP client service is disabled on Computer 2 and Computer 3. The service should be enabled to receive the correct network settings.
- B. The subnet masks are misconfigured on Computer 2 and Computer 3. The subnet mask on both computers should be set to 255.255.252.0.
- C. The gateways are misconfigured on Computer 2 and Computer 3. The gateways on both computers should be set to 193.134.4.1
- D. Computer 2 and Computer 3 are not receiving a response from the router's DHCP service. The technician should enable DHCP.

Correct Answer: C

QUESTION 15

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

Correct Answer: B

QUESTION 16

Joe, a user, recently purchased a new multifunction printer and attempted to installed it himself He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that printer is listed printer under devices and printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to printer a test page.
- B. Download the correct drives from the manufacture's website and install them.
- C. Unplug the USB cable from the printer and try another USB slot the PC.
- D. Set the printer as the default within the device properties.

Correct Answer: B

QUESTION 17

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

Correct Answer: A

QUESTION 18

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

Correct Answer: A

QUESTION 19

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

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

Correct Answer: C

QUESTION 20

Which of the following devices uses both light and a lens to facilitate data warehousing?

- A. Digitizer
- B. Touch screen
- C. Barcode reader
- D. Camera

Correct Answer: C

QUESTION 21

Which of the following is an advantage of using DHCP for network addressing?

- A. Simplified configuration
- B. More addresses are available
- C. Faster connection speeds
- D. Lower latency times

Correct Answer: A

QUESTION 22

Which of the following is a type of fiber connector?

- A. RJ-11
- B. F-connector
- C. BNC
- D. ST

Correct Answer: D

QUESTION 23

A user experiences a sudden power loss, causing the computer to unexpectedly shut down. Upon rebooting, the user finds the computer cannot connect to certain network services. Additionally, when signing into the company's web portal, an error states that the website is using an invalid TLS/SSL certificate. A technician examines the issue and finds that no other users report similar problems. Which of the following is MOST likely the cause of these issues?

- A. A power surge has damaged the system's RAM.
- B. The dirty shutdown has caused data corruption.
- C. The system's time has been reset.

D. The system's NIC was damaged by the power loss.

Correct Answer: C

QUESTION 24

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

Correct Answer: D

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

QUESTION 25

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

Correct Answer: A

QUESTION 26

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

Correct Answer: B

QUESTION 27

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

Correct Answer: C

QUESTION 28

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

- A. Replace the printer's network cable
- B. Modify the security setting of the print spooler
- C. Restart the TCP/IP print spooler service
- D. Use the manufacturer's maintenance kit

Correct Answer: B

QUESTION 29

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.

Correct Answer: A

QUESTION 30

On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

- A. Additional power to onboard devices
- B. Additional power to PCIx peripheral cards
- C. Additional power to the South Bridge
- D. Additional power to the CPU voltage regulator

Correct Answer: D

QUESTION 31

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

Correct Answer: C

QUESTION 32

You need to configure your mobile device to send and receive electronic messages from your company. Your mobile device must be able to truly synchronize the message state with your desktop so that when a message is

read on your desktop it is marked as read on your mobile device These are the proper parameters:

Email address tech@techies.com

Password P@SSwOrd

Pop techies.com Port 110 Security: None

IMAP techies.com Port 993 Security SSL

Smtptechies.com Port 465 Security: TLS

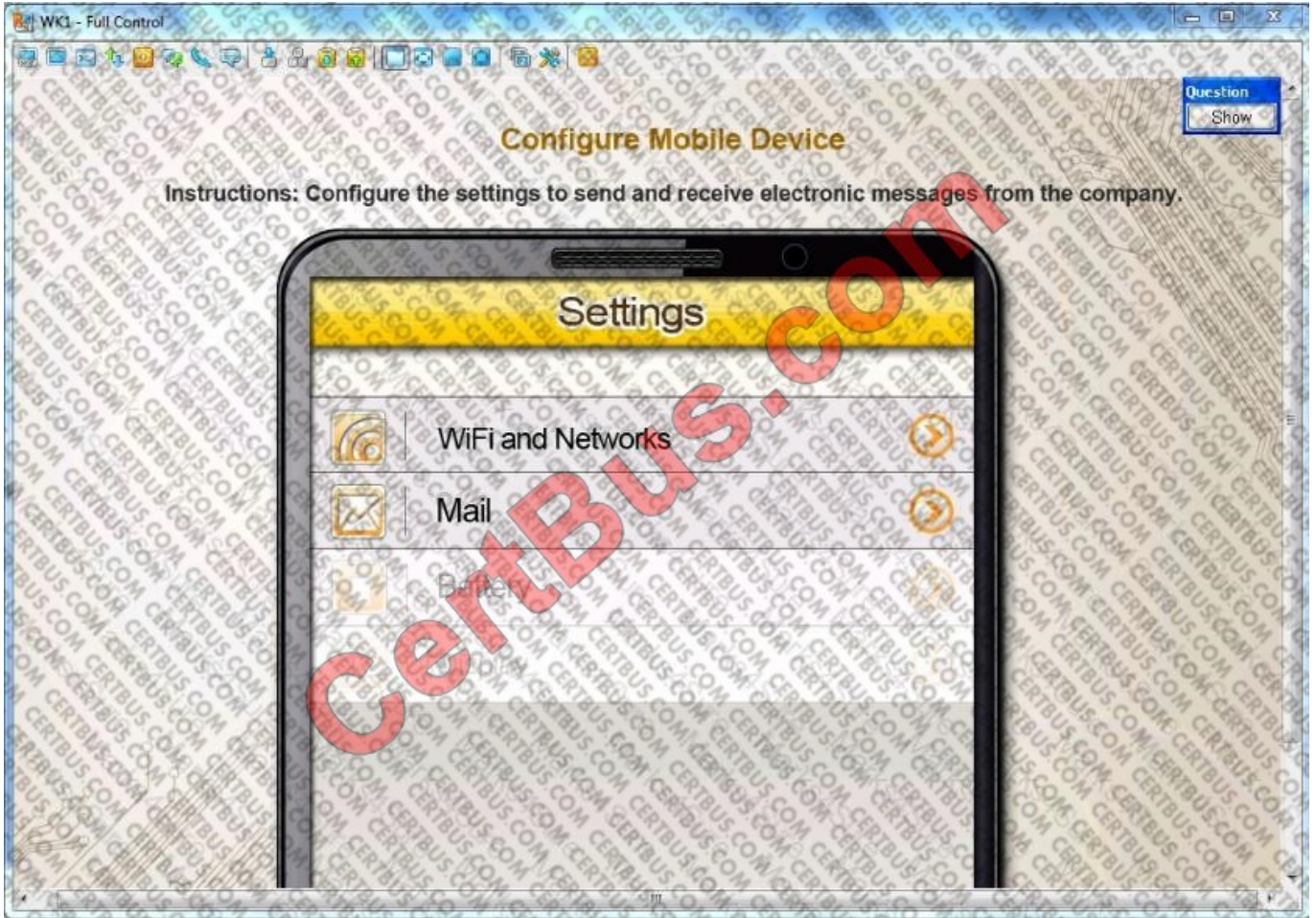
Company SSID Techies

Security WPA2

Passphrase P@SSwOrd

SSID is not broadcasted

Instructions You are not authorized to use the Company\\'s WLAN The outgoing server does not require login credentials When you have completed the simulation, please select the done button to submit your answer.



Please review for detailed answer.

Correct Answer:

Settings are configured exactly as solution below:





QUESTION 33

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

Correct Answer: A

QUESTION 34

A technician is creating new cables for a POTS. Which of the following connectors should the technician use to terminate the ends of the cables?

- A. RJ11
- B. RJ45

C. RS-232

D. HDMI

Correct Answer: A

QUESTION 35

A user reports that every time a document is printed to a laser printer, the document lettering smudges making it unreadable which of the following is the cause?

A. The print server is receiving error codes.

B. The toner cartridge is leaking

C. The fuser is not functioning property

D. The Ink has not fully dried

Correct Answer: C

QUESTION 36

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 installed.

Correct Answer: A

QUESTION 37

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

A. SSL

B. WPA

C. WEP

D. TLS

Correct Answer: B

QUESTION 38

Which of the following represents a small collection of paired Bluetooth devices on a college campus network?

- A. WAN
- B. MAN
- C. LAN
- D. PAN

Correct Answer: D

QUESTION 39

A technician observes a single light on the front of a case that flashes intermittently during normal computer operations. Which of the following does the light MOST likely represent?

- A. CPU temperature
- B. RAM optimization
- C. Power light
- D. Hard drive activity

Correct Answer: D

QUESTION 40

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

- A. DNS
- B. DHCP
- C. Proxy
- D. Web server

Correct Answer: A

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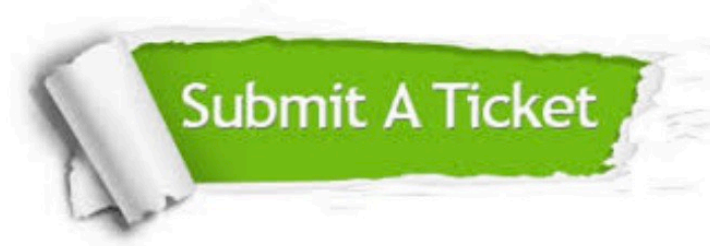
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