

Question	Answer
A business is concerned that computers are susceptible to malware infection. Which two actions will help solve this problem?	Enable real-time virus and spyware scanning. Enable automatic antivirus and antispyware software updates.
A call center technician is on a call with a customer when a colleague indicates that there is something to discuss. What should the technician do?	Signal to the colleague to wait
A client has provided a 4 GB SODIMM module to a technician to perform a memory upgrade on a workstation, but the technician is having problems installing it. What is a probable cause for this?	The module is incompatible with the workstation.
A computer technician has decided that a problem with a laptop can be solved by repairing a hardware component. What should be done first before attempting to repair a hardware component on a laptop?	Consult the service manual for the laptop.
A customer reports poor telephone communications when using a copper telephone line that also has a DSL service. What is the most likely cause of the problem?	The DSL filter is faulty or not connected.
A customer reports that after booting a Windows Vista computer with a CD and running antivirus software to remove a boot sector virus, the computer still fails to boot from the hard disk. What should the technician do to try to solve this problem?	Boot the computer from the Vista installation media and select Repair your computer from the Install Windows screen.
A customer used the Convert utility to take advantage of NTFS security features. The customer later discovered that the applications on the computer can only read FAT32 files. After the hard drive was formatted back to FAT32, the customer noticed all of the data files were missing. What should the customer do next?	Restore the data files that were backed up in preparation for the conversion.
A network administrator has a user that is changing the rights to files in a folder for other users. What rights does the administrator need to remove from the user?	Full Control

<p>A network administrator has been informed about a problem with the network printer. What is the most reliable way to prevent print jobs from being added to the queue while the printer is being repaired?</p>	<p>Stop the print spooler.</p>
<p>A new technician has joined the IT team and is about to service a heavy printer. What advice would you give this technician to avoid any injury when transporting the heavy printer to the service area?</p>	<p>Bend your knees to use the strength in your legs to lift the printer.</p>
<p>A supervisor received a complaint that one of the technicians was rude and disrespectful. Which action by the technician most likely caused the customer to complain?</p>	<p>The technician interrupted a number of times to ask questions.</p>
<p>A support desk trainer is teaching a new support desk technician some basic rules about starting a conversation with a customer. Which statement describes the rules the trainer should be teaching?</p>	<p>Learn the name of the customer and create a connection with the customer. Next ask questions</p>
<p>a technician believes a printing problem to be what the wrong printer port has been assigned what would be expected symptom when investigating this problem?</p>	<p>the print job goes into the print queue, but never prints</p>
<p>A technician has repaired a failing laser printer that was not able to pull the paper from the input tray. After installing the replacement parts, the technician tested the printer with a test page and everything worked as expected. Which would be a possible next step to complete the troubleshooting process?</p>	<p>Document any components that were used in the repair.</p>
<p>A technician installed a network adapter in a computer and wants to test network connectivity. The ping command can only receive a response from local workstations. What could be causing the problem?</p>	<p>The default gateway is not set.</p>

<p>A technician is asked to configure the time that the system must be idle before the hard disk spins down on all the Windows-based laptops in the company. The technician configured the power options in Windows but it appears to have no effect. Where should the technician look to enable power management?</p>	<p>BIOS</p>
<p>A technician is asked to wire a network that supports CSMA/CD. Which architecture and physical topology should the technician use for supporting this access control method?</p>	<p>Ethernet and Star</p>
<p>A technician is attempting to install an application that is not supported by the Windows XP operating system on the PC. How can the technician make this application run on the PC?</p>	<p>Create a virtual machine with an operating system that supports the application</p>
<p>A technician is replacing a failing keyboard on a laptop computer. After the installation, the technician finds that none of the keys on the keyboard are working. What should the technician do next?</p>	<p>Check if the cable is properly connected.</p>
<p>A technician is servicing a laser printer. Which two printer parts should the technician avoid touching because they retain large amounts of voltage even when disconnected from a power source?</p>	<p>conditioning roller corona wire</p>
<p>A technician is tasked with connecting a printer directly to the network and making it accessible to all staff in the general vicinity. What type of network cable is most likely used to connect the printer?</p>	<p>twisted-pair</p>

<p>A technician is troubleshooting a 4-year-old computer that takes a long time to boot, and identifies that the BIOS rediscovers all the hardware at every boot. The technician thinks that the CMOS battery is losing the charge. What would be the next step in the troubleshooting process?</p>	<p>Test the theory to determine the cause.</p>
<p>A technician is troubleshooting a network where it is suspected that a defective node in the network path is causing packets to be dropped. The technician only has the IP address of the end point device and does not have any details of the intermediate devices. What command can the technician use to identify the faulty node?</p>	<p>tracert</p>
<p>A technician is troubleshooting a printer that prints unknown characters instead of the correct document. What are two probable causes for this?</p>	<p>The computer has an incorrect driver installed. The printer has a loose data cable.</p>
<p>A technician is trying to determine where a network cable terminates in the wiring closet. Which tool is best suited for this task?</p>	<p>toner probe</p>
<p>A technician needs to add a new wireless device to a small WLAN. The WLAN is a mixture of old and newer 802.11b and 802.11g devices. What choice for the new device would provide the most interoperability for present and future growth?</p>	<p>Add a new 802.11n device.</p>

<p>A technician recently implemented security on a new computer used by a web-based program developer. Initially the computer was allowed to access a number of programs over the network, but now the developer has found that new programs cannot be accessed. Which firewall setting should the technician apply to allow new programs while also keeping the computer secure?</p>	<p>Notify the user when Windows Firewall blocks a program</p>
<p>A technician wants to allow users to backup and restore all the files on their computers, but does not want the users to be able to make changes to the system. How should the technician give users this functionality?</p>	<p>Make the users members of a group called Backup Operators.</p>
<p>A technician wishes to secure the network authentication for all remote users. Which security technology uses radio communication with a computer before accepting a username and password?</p>	<p>key fobs</p>
<p>A user installs a new sound card driver in a computer that is working properly. After the installation of the drivers for the new sound card, the computer fails to boot. Which quick fix can the user implement to return to the previous working state?</p>	<p>Boot to Last Known Good Configuration.</p>
<p>A user notices that some of the programs that are installed before upgrading to Windows 7 no longer function properly. What can the user do to fix this problem?</p>	<p>Reinstall the programs in Compatibility Mode.</p>
<p>At which TCP/IP model layer would a MAC address be found?</p>	<p>network access</p>
<p>Employees in the financial department have reported that an unknown technician has been asking questions about the network. Which type of attack might the employees be observing?</p>	<p>social engineering</p>

Hard drives in a grocery warehouse keep failing because of the adverse warehouse environment. What would be a possible solution for this high failure rate?	Install an SSD drive in each computer.
How should a hard drive be partitioned to support a Windows 7 installation over a network?	A NTFS partition of at least 5 GB must be created.
On which two occasions is it most likely that a technician will have to perform a clean operating system installation if a backup has not been performed?	A new replacement hard drive is installed in a computer. the existing operating system is corrupted.
What are three benefits of computer preventive maintenance?	extension of the life of components improvement in data protection reduction in the number of equipment
What are three common input devices found on laptops?	touchpad fingerprint reader web camera
What are two reasons why static IP addressing would be configured instead of DHCP when setting up a wireless network?	The network has relatively few wireless devices. Specific security policies can be applied to static IP addresses.
What determines to which device the computer searches first to locate boot files?	BIOS boot sequence option.
What is an accurate description of asymmetric encryption technology?	It is an encryption process that uses a public and private key pair to encrypt/decrypt data.
What precaution should a technician take when checking a thermal printer that suddenly stops functioning?	Avoid the thermal head, which can become hot
When a dual core CPU with Hyper-Threading features is installed on a motherboard, how many instructions can the CPU simultaneously process?	4

When a Windows XP computer has completed the POST for each adapter card that has a BIOS, what is the next step during the boot sequence?	BIOS reads the MBR.
Which component uses the greatest amount of power on most mobile devices?	LCD screen
Which factor should be considered when selecting cooling fans for a PC case?	the number of installed adapter cards
Which is a characteristic of the Android operating system?	it allows for the user to change the source code.
Which measure can help control RFI effects on wireless networks?	Ensure the wireless network is on a different frequency than the offending source.
Which port is used only for input?	PS/2
Which software installation method is used when a customer runs Google play from a mobile device?	Pull
Which statement correctly compares the characteristics of coaxial cable with twisted-pair cable?	Coaxial cable is physically more difficult to install than UTP cable.
Which statement correctly describes the cancellation effect?	The signals in the wires in each twisted-pair circuit generate magnetic fields which cancel each other out.
Which technology allows a user to securely access a company LAN across a public network?	VPN
Which three components are typically found in laser printer maintenance kits?	fuser assembly pickup rollers transfer rollers
Which two actions must be performed before installing RAM into a laptop?	Disconnect AC power. Remove the battery.
Which two elements should typically be included in a computer security policy?	an acceptable computer usage statement for the organization. requirements necessary for data to remain confidential on a network.

Which two memory types are installed using DIMM slots?	SDRAM DDR SDRAM
Which two pieces of software are included with most new printers and are installed by the user?	configuration software printer driver
Which two wireless configuration features make it harder for a hacker to see and attach to a wireless network?	configuring MAC address filtering disabling SSID broadcasts
Which type of power connector is used to connect devices such as optical drives and hard drives?	Molex
Which type of security threat can be transferred through email and is used to gain sensitive information by recording the keystrokes of the email recipient?	virus
Which wireless security mode supports government grade security and offers both personal and enterprise authentication?	WPA2