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QUESTION 1

Which of the following socket types would be found on an Intel Desktop?

A. 754

B. 775

C. 940

D. FM1

Correct Answer: B

QUESTION 2

Which of the following should a technician do FIRST after receiving a call from a customer asking for assistance?

A. Confirm the user and the associated issue.

B. Confirm the hardware make, model, and serial number.

C. Escalate the call to a supervisor.

D. Assign the appropriate status for the problem.

Correct Answer: A

QUESTION 3

Which of the following devices forwards any packet to all ports regardless of the packet address?

A. Bridge

B. Hub

C. Router

D. Switch

Correct Answer: B

QUESTION 4

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

Correct Answer: B

Reference. http://www.prosum.net/en/products/kvm-switches

QUESTION 5

Ann, a customer, calls and states she wants to buy a new desktop but she needs it to be as small as possible. Which of the following form factors should be recommended?

A. Micro-ATX

B. BTX

C. ATX

D. ITX

Correct Answer: D

QUESTION 6

A computer is running very slowly and there is a clicking sound coming from the tower. Which of the following is the BEST course of action?

A. Format the drive and install the OS.

B. Partition the drive. Format the drive and install the OS.

C. Backup data. Format and install the OS.

D. Backup data. Replace the drive and install the OS.

Correct Answer: D

QUESTION 7

Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

A. DNS address

B. Default gateway

C. Subnet mask

D. DHCP lease

Correct Answer: C

Reference. http://compnetworking.about.com/od/workingwithipaddresses/a/subnetmask.htm

QUESTION 8

A technician is tasked with building a virtualization workstation. Which of the following are the MOST critical requirements? (Select TWO).

A. CPU

B. High-end GPU

C. SSD

D. RAM

E. Liquid cooling

F. Dual monitors

Correct Answer: AD

QUESTION 9

Which of the following is an example of a Class C TCP/IP address?

A. 23.54.35.225

B. 127.0.0.0

C. 131.55.30.210

D. 197.27.37.57

Correct Answer: D

QUESTION 10

Which of the following network devices would a client use to store data?

A. Access point

B. Bridge

C. Firewall

D. NAS

Correct Answer: D

Reference. http://en.wikipedia.org/wiki/Network-attached_storage

QUESTION 11

Which of the following MUST be configured when trying to start a machine with a DVD?

A. TPM

B. Virtualization support

C. BIOS security

D. Boot order

Correct Answer: D

By default BIOS boot order is configured to boot the computer from the hard disk. When installing Windows from a DVD or any other OS, you need to set the preferred boot order to DVD so the computer can scan the DVD drive to get the boot data and boot from the DVD.

QUESTION 12

Which of the following memory types would MOST likely be installed in a laptop in the form of DDR3?

A. SODIMM

B. DIMM

C. CRIMM

D. RIMM

Correct Answer: A

QUESTION 13

An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

A. inverter.

B. LCD.

C. plasma screen.

D. CRT.

E. OLED.

Correct Answer: AB

The problem might be caused by a display inverter which powers backlight or the LCD itself. When the screen goes dim, inverter is the culprit. If the screen appears almost black, the LCD might be failing.

QUESTION 14

Which of the following should the technician configure on a WAP to conceal the data being sent by the wireless clients?

A. Enable MAC filtering

B. Disable SSID broadcast

C. Enable WEP

D. Decrease the AP transmit power

Correct Answer: C

QUESTION 15

A technician needs to install a new printer to a computer in a SOHO environment. The technician wants the printer connection to have the FASTEST speed. Which of the following types of connectors should the new printer have?

A. Parallel

B. FireWire 400

C. USB 2.0

D. DB-9

Correct Answer: C

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