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QUESTION 1

When operating under optimal network conditions, which of the following has the HIGHEST reliability?

A. Bluetooth

B. Wired

C. Cellular

D. WiFi

Correct Answer: B

QUESTION 2

Which of the following devices has a 15-pin 3 row connector?

A. Joystick port

B. VGA monitor

C. Parallel port

D. Serial port

Correct Answer: B

The VGA monitor uses a 15-pin 3 row connector to connect to a video adapter. Older Color Graphic

Array (CGA) video standard monitors use 9- pin connectors to connect to DB-9 female connectors on CGA adapters.

Answer option D is incorrect. Serial port is the primary means for connecting modems and mouse to a computer. There are two types of serial port connectors, 9-pin and 25-pin. The word serial refers to the that data is sent in series, one bit at

a time, over a single wire. This design is significantly slower than sending 8 bits at a time via a parallel channel, but serial signals can travel much farther without degradation. Answer option A is incorrect. The joystick port has a 15-pin 2 row

male connector. Answer option C is incorrect. A parallel port is a 25-pin 2 row female connector on the back of a PC.

It is used to connect printers, scanners, etc. A parallel port transfers information between computers and peripheral devices 8 bits at a time.

ECP, EPP, and SPP are types of parallel ports.

QUESTION 3

Which of the following applications would a user employ to write a business letter?

A. Spreadsheet software

B. Word processor

C. Desktop publishing

D. Presentation software

Correct Answer: B

QUESTION 4

When connecting a printer to a network, which of the following is needed to complete the process? (Select TWO).

A. IP address

B. User\\'s password

C. Computer\\'s name

D. Subnet mask

E. HTTP port

F. Fax number

Correct Answer: AD

QUESTION 5

Which of the following protocols provides an encryption by using the Temporal Key Integrity Protocol (TKIP)?

A. EAP

B. WEP

C. IPSec

D. WPA

Correct Answer: D

Wi-fi Protected Access (WPA) is an interoperable security protocol for Wireless LAN (WLAN). For using WPA, encryption is required. WPA provides encryption by using Temporal Key Integrity Protocol (TKIP). TKIP uses a new encryption algorithm, which is stronger than WEP algorithm. 802.1x authentication is required in WPA. Answer option B is incorrect. Wired Equivalent Privacy (WEP) is a security protocol for wireless local area networks (WLANs). It has two components, authentication and encryption. It provides security, which is equivalent to wired networks, for wireless networks. WEP encrypts data on a wireless network by using a fixed secret key. WEP incorporates a checksum in each frame to provide protection against the attacks that attempt to reveal the key stream. Answer option A is incorrect. Extensible Authentication Protocol (EAP) is an authentication protocol that provides support for a wide range of authentication methods, such as smart cards, certificates, one-time passwords, public keys, etc. It is an extension to Point-to-Point Protocol (PPP), which allows the application of arbitrary authentication mechanisms for the validation of a PPP connection. Answer option C is incorrect. Internet Protocol Security (IPSec) is a method of securing data. It

secures traffic by using encryption and digital signing. It enhances the security of data as if an IPSec packet is captured, its contents cannot be read. IPSec also provides sender verification that ensures the certainty of the datagram\\'s origin to the receiver. Reference: "http://en.wikipedia.org/wiki/Wi-Fi_Protected_Access"

QUESTION 6

Which of the following is performed during WiFi setup on a mobile device?

A. Configuring bluetooth pairing settings

B. Configuring email settings

C. Configuring screen lock settings

D. Configuring SSID settings

Correct Answer: D

QUESTION 7

Which of the following software types BEST facilitates collaboration?

A. Personal information manager

B. Video editing software

C. Instant messaging software

D. CAD software

Correct Answer: C

QUESTION 8

Which of the following are used by FireWire 800 devices?

A. 6-pin connectors

B. 10-pin connectors

C. 9-pin connectors

D. 4-pin connectors

Correct Answer: C

FireWire 800 devices use 9-pin connectors at both ends of the cable. FireWire 400 devices can also be connected to the FireWire 800 ports and vice versa by using an appropriate adapter cable.

What are FireWire ports? Hide

FireWire ports are found on high-end computers and many new media centers. They are also called IEEE 1394 ports.

FireWire ports transfer data at a rate of 400 Mbps or 800 Mbps. They are used primarily for video transfer from digital movie cameras.

Answer options D and A are incorrect. FireWire 400 devices use 4-pin or 6-pin connectors. Reference: "http://en.wikipedia.org/wiki/FireWire "

QUESTION 9

You are responsible for technical support at a hospital. Recently, all computers have been upgraded to Windows Vista 64 bit. However, you have a particular custom application that runs only in 32 bit.

What should you do?

A. You will have to uninstall the upgraded operating system.

B. Use compatibility mode to run the 32-bit application.

C. You will need a 32-bit version of Vista, not 64 bit.

D. You will need to get the upgraded 64-bit version of the application.

Correct Answer: B

You can right-click on a programs icon and go to properties. There you will find a compatibility mode tab. This will allow you to run individual programs in 32 bit. Answer options C and A are incorrect. You can run the 32-bit application on the

64 bit Vista using certain applications.

Answer option D is incorrect. Software vendors do not immediately release new products for newer versions of Windows.

Reference: http://www.howtogeek.com/howto/windows-vista/using-windows-vista- compatibilitymode/

QUESTION 10

Which of the following printer types uses a powder based consumable with a lower cost per page compared to other printers?

A. Thermal

B. Laser

C. Dot matrix

D. Inkjet

Correct Answer: B

QUESTION 11

An attacker cracks a user\'s password for all social media, email, and bank accounts. The user needs to change the passwords for all these accounts.

Which of the following should the user do in the future to prevent this from happening?

A. Disable unused browser toolbars.

B. Clear the browser cache.

C. Avoid credential reuse.

D. Delete tracking cookies.

Correct Answer: C

QUESTION 12

A technician has just finished setting up a SOHO wireless router but the client does not want the PC on the wireless network for security reasons. The technician connects an RJ- 45 cable to the computer and the router, but does not receive network connectivity.

Which of the following is the NEXT step to diagnose the problem?

A. Change the IP address on the computer to match the router.

B. Reseat the power cable on the computer and reboot.

C. Check for link light activity on the computer and the router.

D. Change the hostname of the router to match the computer\'s network.

Correct Answer: C

QUESTION 13

Joe, a user, reports that his neck and back are hurting after being at his desk for the whole day.

Which of the following are the possible causes of the problem? (Select TWO).

A. The keyboard is not ergonomic.

B. The monitor does not have a screen protector.

C. The monitor height is not adjusted to Joe\'s needs.

D. Joe is not using a wrist rest with the keyboard.

E. The chair is not properly adjusted to Joe\'s needs.

Correct Answer: CE

QUESTION 14

Which of the following statements about a docking station are true?

Each correct answer represents a complete solution. Choose two.

A. It allows a laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc.

B. Docking station is also known as a workstation.

C. It is a large circuit board found in a computer on which a CPU is mounted.

D. It is a specialized case into which an entire laptop can be inserted.

Correct Answer: AD

A docking station is a specialized case into which an entire laptop can be inserted. This allows the laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc. Docking stations are highly proprietary items that are

designed for use with specific computer models. It is useful for a user who wants to maintain only one computer system and avoid transferring information between two computers. With a docking port and a well-equipped laptop, a user can

get the environment of both a laptop and a desktop computer.

Answer option C is incorrect. A motherboard is a large circuit board found in a computer on which a

CPU is mounted.

Answer option B is incorrect. A workstation is a computer in a network from where a user works.

QUESTION 15

The manufacturer of a SOHO router has released a security fix for the router.

Which of the following methods should be used to apply the fix?

A. Change the admin password.

B. Apply new WEP key.

C. Update the firmware.

D. Hold the reset button.

Correct Answer: C

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