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QUESTION 1

Which of the following provides the BEST solution for customers needing quiet cooling options?

- A. Side panel slots
- B. Liquid based
- C. Additional fans
- D. Thermal paste

Correct Answer: B

Reference. <http://www.pcworld.com/article/2028293/liquid-cooling-vs-traditional-cooling-what-you-need-to-know.html>

QUESTION 2

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

Correct Answer: D

Reference. http://www.diffen.com/difference/USB_2.0_vs_USB_3.0

QUESTION 3

A technician, Joe, has been told that one of the workers at his company has been using a company laptop for illicit activity. The IT manager assigned Joe the task of retrieving the laptop and bringing it back to the repair center. Which of the following has Joe performed?

- A. Maintain chain of custody
- B. Gathering evidence
- C. Device preservation
- D. Use of documentation

Correct Answer: B

QUESTION 4



A user reports a number of inappropriate files appearing and disappearing from their computer. The technician identifies a program running that would appear to be the source of the rogue data. Which of the following should the technician do NEXT?

- A. Discover where the files originate
- B. Report the activity to management
- C. Preserve the inappropriate files
- D. Document the result of the service call

Correct Answer: B

QUESTION 5

A technician is tasked with connecting several servers through a new PoE KVM device. Which of the following cable types is required to operate the KVM?

- A. A CAT5e cable for each device, long enough to allow it to connect to the KVM.
- B. Several extra PS2 or USB cables, as many more are needed to connect to the KVM.
- C. Female to Male PS2 adapters or cables, to allow for connecting straight to the KVM.
- D. Male to Female PS2 adapters or cables, to allow for connecting straight to the KVM.

Correct Answer: A

QUESTION 6

Joe, an irate customer, calls the help desk and informs the technician that no one has fixed his problem. The technician looks up the request in the system and finds that the issue is a warranty claim for accidental damage that is not covered by the company. Which of the following would be the BEST approach to resolve Joe's concerns?

- A. Tell Joe that the warranty company has already decided not to fix his computer due to the notes in the system.
- B. Immediately escalate Joe to the company's department manager.
- C. Tell Joe that he does not have an accidental damage warranty and end the call politely.
- D. Listen politely to Joe and inform him that accidental damage is not covered by his warranty and escalate to a manager.

Correct Answer: D

You need to be as polite as possible while maintaining business ethics. Politeness is the key to winning an individual's trust. Tell her the accidental damage is not covered by the warranty and give her insight into warranties. Escalate the problem to a manager for a resolution.

QUESTION 7



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

Correct Answer: A

QUESTION 8

A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message?

- A. MBR is corrupt on the HDD.
- B. HDD is set to Cable Select.
- C. The operating system is corrupt.
- D. A bootable HDD is not recognized in the BIOS.

Correct Answer: D

QUESTION 9

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

Correct Answer: D

QUESTION 10

A technician has been tasked with installing a new server into a rack. The new server already has mounting rails installed and has a sticker showing the weight of the server is 80 pounds (36.2 kilograms). Which of the following is the BEST way to install the server from a safety perspective?

- A. Move the rack rails in to their fully closed position and then install the server.



- B. Have an additional technician assist in installing the server.
- C. Connect all of the cabling to the back of the server and then slide it onto the rails.
- D. Slide the rack rails out to their fully extended position and then install the server.

Correct Answer: B

QUESTION 11

Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

- A. Change control management
- B. Chain of custody
- C. Channel escalation
- D. MSDS documents

Correct Answer: B

Reference. http://en.wikipedia.org/wiki/Chain_of_custody

QUESTION 12

A technician has been asked to install a printer on a Windows 7 machine. Through which of the following Control Panel utilities will the technician install the printer?

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

Correct Answer: C

QUESTION 13

Which of the following is the FIRST option a technician should consider when deciding to purchase a docking station or port replicator?

- A. Difficulty or ease of use for the end user
- B. OS compatibility
- C. Whether there are enough ports



D. Compatibility of the device it connects to

Correct Answer: D

QUESTION 14

An administrator wants to prevent people outside of the building from accessing a new wireless router. Which of the following is the LEAST labor intensive method to use while setting up new workstations?

- A. Turn SSID broadcast off
- B. Use wireless encryption
- C. Institute MAC filtering
- D. Setup static IP addresses

Correct Answer: A

Reference. http://www.speedguide.net/faq_in_q.php?qid=81

QUESTION 15

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

Correct Answer: C

Reference.

http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_window

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