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**QUESTION 1**

A user recently installed a new video driver on a PC but upon boot Windows will not start. Which of the following is the BEST option to correct the issue?

- A. Automated system recovery
- B. Emergency repair disks
- C. FIXBOOT
- D. Safe mode

Correct Answer: D

QUESTION 2

A technician replaced a video card on a desktop PC. The technician powers on the PC to install the device drivers. The PC boots up and goes through the POST, but the screen goes black when trying to boot the operating system. Which of the following steps should the technician perform NEXT to troubleshoot this issue?

- A. Flash the BIOS
- B. Reseat the video card
- C. Boot the PC in safe mode
- D. Replace the video card with a new one

Correct Answer: C

QUESTION 3

A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client's machine. The technician has verified system functionality. Which of the following is the NEXT step in the troubleshooting theory?

- A. Identify the problem
- B. Establish a plan of action to resolve the problem
- C. Test the theory to determine cause
- D. Document findings, actions, and outcomes

Correct Answer: D

Reference: http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636_ch_04.pdf

QUESTION 4



A user states that when they logon to their computer sometimes they get an IP conflict error. The user computer is configured with a static IP. Which of the following is the problem?

- A. Duplicate IP exist on the network
- B. DHCP server needs to be rebooted
- C. Network adapter driver needs to be updated
- D. Bad network adapter

Correct Answer: A

Reference: <http://support.microsoft.com/kb/120599>

QUESTION 5

Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

- A. 2
- B. 4
- C. 6
- D. 8

Correct Answer: B

Reference: <http://support.microsoft.com/kb/314463>

QUESTION 6

A customer calls and explains they just moved and their computer will now not boot up and is making a loud clicking noise. Which of the following is the MOST likely cause?

- A. CMOS battery is loose
- B. Optical drive is stuck
- C. RAM is loose
- D. Hard drive has crashed

Correct Answer: D

QUESTION 7

A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring?



- A. Configure the server to use a static IP
- B. Logically move the server to the DMZ
- C. Reallocate the server to a different networking closet
- D. Disable the remote desktop port

Correct Answer: D

Reference: [http://technet.microsoft.com/en-us/library/cc759006\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc759006(v=ws.10).aspx)

QUESTION 8

You are troubleshooting a printer. What are common symptoms of printer failure or other printer issues? (Select the two best answers.)

- A. Vertical lines on the page
- B. Num lock indicator lights are on
- C. Unable to install the printer
- D. Failure to document cable and screw locations
- E. Failure to organize parts

Correct Answer: AC

QUESTION 9

Which of the following features helps to prevent shoulder surfing?

- A. Native resolution
- B. Auto adjust
- C. Degaussing
- D. Privacy screen

Correct Answer: D

Reference: <http://www.secure-it.com/shop/index.php/cPath/38>

QUESTION 10

A user's PC has four hard drives in a RAID setup. After a single drive fails, the system will no longer boot and even rescue disks cannot see or access the volume. Which of the following RAID types was the user MOST likely using?

- A. 0



B. 1

C. 5

D. 6

Correct Answer: A

Reference: <http://www.thegeekstuff.com/2010/08/raid-levels-tutorial/>

QUESTION 11

A technician is installing an upgrade of Windows on a machine using an external drive. After rebooting the installation process hangs and reports the media cannot be found. Which of the following will correct this issue?

- A. Select PXE boot as the first boot method in the BIOS
- B. Change the CPU speed in the BIOS to a supported value
- C. Load third party drivers for the external drive and adapter
- D. Reset the system clock to a previous time and date

Correct Answer: C

QUESTION 12

A customer calls and states the new plasma display they just received has yellow spots all over the screen. Which of the following is the MOST likely cause of this issue?

- A. Using wrong video connector
- B. Dead pixels
- C. Dropped in shipping
- D. Incorrect installation

Correct Answer: B

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

QUESTION 13

A technician is attempting to install a RAID 5 configuration. Which of the following is the MINIMUM amount of disks that can be used to create a RAID 5 array?

A. 1

B. 2



C. 3

D. 4

Correct Answer: C

QUESTION 14

A printer has been repurposed to another part of the building. When configured to work with the new department, it intermittently prints and at times prints unrequested jobs. The cable tester reveals the Ethernet cable is properly configured. Which of the following is MOST likely the cause of this issue?

- A. Incorrect driver
- B. IP conflict
- C. Slow transfer speeds
- D. Limited connectivity

Correct Answer: B

QUESTION 15

A user recently installed an application. Upon the next reboot, the system is displaying various errors relating to the system files and certain actions e.g. right-clicking no longer works. The user does not have time to reimage the computer, nor do they wish to remove and reinstall the application. Which of the following should the technician do FIRST?

- A. Open up the command prompt and type SFC /SCANNOW
- B. Open Task Manager and stop all running SERVICES processes
- C. Open up MSCONFIG and remove the application from the start-up tab
- D. Open a command prompt and type REGSVR32 SYSMAIN.DLL U

Correct Answer: A

QUESTION 16

Virtual machines help users developing cloud applications in which of the following ways?

- A. Provides an environment where the host cannot be connected to the network.
- B. Provides a platform where operating system requirements are lessened.
- C. Provides a safe, secure environment in which to test patches or application updates.
- D. Provides an environment that is never accessible from the Internet.



Correct Answer: C

QUESTION 17

A user reports that the power LED light flickers orange when the laptop is plugged in. Which of the following should the technician do FIRST?

- A. Reseat the battery.
- B. Place the laptop on the docking station.
- C. Check the power options in Control Panel.
- D. Restart the laptop.

Correct Answer: A

QUESTION 18

Anne is trying to pair her smartphone with her laptop to re-sync her contacts. Her smart phone is not discovering the laptop during Bluetooth discovery. Anne reinstalls the Bluetooth drivers but receives an error that no Bluetooth hardware is found. Which of the following is the cause of the problem?

- A. The Wi-Fi antenna around the display is unplugged
- B. Incorrect PIN is being used to pair the device
- C. The smart phone is too far away
- D. Bluetooth is disabled in the BIOS

Correct Answer: D

QUESTION 19

A technician has installed a replacement motherboard in a desktop case with no other modifications. All power connectors and drive data connectors have been connected to the new motherboard; however, the system will not power on. Which of the following is MOST likely the cause?

- A. An incorrect firmware version resides on the motherboard
- B. The voltage selection on the power supply is set incorrectly
- C. The front panel connector is not connected properly
- D. The RAM is not correctly installed in the new motherboard

Correct Answer: C

**QUESTION 20**

A technician discovers that a hard drive has died in a RAID 0 configuration. Which of the following would be the outcome of this situation?

- A. The user will need to replace the PC.
- B. The technician will need to back up and replace the drive.
- C. The user will lose all non-backed up data.
- D. The technician will need to replace the drive and rebuild the array

Correct Answer: C

QUESTION 21

A user reports slow performance on their PC after importing some photos. Which of the following maintenance tasks should a technician recommend in order to increase performance?

- A. Defragmentation
- B. Install new camera drivers
- C. Update anti-virus definitions
- D. Run CHKDSK

Correct Answer: A

QUESTION 22

A laptop's number lock and scroll lock lights are blinking in a certain sequence and is not booting. Which of the following would a technician do FIRST in this situation?

- A. Install a replacement memory module.
- B. Consult the manufacturer website for diagnostic codes.
- C. Attempt to boot into safe mode.
- D. Install a replacement hard drive.

Correct Answer: B

QUESTION 23

A technician is called in to troubleshoot a four disk RAID 10 array on a high end Windows 7 Enterprise workstation. One drive has failed. Which of the following should the technician do to fix the problem?

- A. Reseat the drive and verify the RAID array is healthy



- B. Replace the failed drive and verify the RAID is healthy.
- C. Replace the failed drive and restore the data.
- D. Add a fifth drive and make it a spare.

Correct Answer: B

Reference: <https://wiki.archlinux.org/index.php/RAID>

QUESTION 24

A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

- A. Disable the router's remote management feature.
- B. Enable WPA2 wireless encryption.
- C. Change the router's default admin name and password.
- D. Place the router in a locked room.

Correct Answer: D

Reference: <http://network.cmu.ac.th/wp-content/uploads/2011/05/CCNA-Security-Ch2- Securing-Network-Devices.pdf>

QUESTION 25

The technician is dispatched to a user's home to secure a wireless network. The SOHO user has only one system to connect wirelessly, yet wishes to protect their Wi-Fi from unauthorized use. Which of the following will BEST meet the user's requirements?

- A. Configure the router to allow access by MAC address.
- B. Configure the use of DHCP.
- C. Configure the use of static IP addresses.
- D. Configure the network to utilize a proxy.

Correct Answer: A

Reference: <http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm>

QUESTION 26

A customer calls and states that on two corners of their screen all the colors are distorted, but if they move the monitor forward or backwards the image is fine. Which of the following is the MOST likely cause of this issue?



- A. Video cable is going bad
- B. The HDMI cable is coming loose
- C. The display needs to have the geometry adjusted
- D. Speakers were placed too close to the display

Correct Answer: D

QUESTION 27

A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete. Which of the following Control Panel paths should the technician use in order to prevent this from occurring?

- A. System -> Hardware
- B. Power Options -> Power Schemes
- C. System -> Advanced -> Performance
- D. Power Options -> Hibernate

Correct Answer: B

Reference: <http://www.pcsnippets.com/tutorials/how-to-change-the-power-scheme-settings-in-windows-xp/1>

QUESTION 28

Which of the following can preserve permissions when copying files from one volume to another? (Select TWO).

- A. DISKPART
- B. Robocopy
- C. Copy
- D. SFC
- E. XCOPY

Correct Answer: BE

QUESTION 29

A computer is showing the "No boot device found" message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order. Which of the following causes is MOST likely at play?

- A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.



- B. The hard drive is disconnected.
- C. The hard drive has corrupted sectors and needs a CHKDSK scan.
- D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D

Reference: http://wdc.custhelp.com/app/answers/detail/a_id/981/~/_/how-to-physically-install,-set-jumper-settings,-and-set-up-a-serial-ata,-eide

QUESTION 30

A user has been reporting their computer is running slow on Fridays after being used all week. A technician believes the problem can be resolved by rebooting the computer. Using the shutdown command in the command prompt on the remote computer, which of the following switches would the technician use to reboot the computer?

- A. -r
- B. -s
- C. -a
- D. -i

Correct Answer: A

QUESTION 31

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

- A. Document finding, actions, and outcomes
- B. Identify the problem
- C. Establish a theory
- D. Establish a plan of action to resolve the problem

Correct Answer: B

Reference: <http://compcamp.blogspot.com/2011/10/comptia-six-step-troubleshooting.html>

QUESTION 32

Which of the following BEST describes geotracking?

- A. An enabled cookie that sends user location data to vendors
- B. Location software to locate a user's missing cellular device



- C. SMS information that is sent to people in their contacts
- D. Location data embedded into pictures that have been taken

Correct Answer: D

QUESTION 33

The swap file is described as which of the following?

- A. The hidden file created when in hibernation mode.
- B. A system file containing the computer's virtual memory.
- C. A file created when downloading a program from the web.
- D. A hidden file created when moving files on a computer.

Correct Answer: B

QUESTION 34

Which of the following should a technician do LAST after cleaning up a virus infection?

- A. Enable system restore and create restore point
- B. Update antivirus software
- C. Schedule scans and updates
- D. Educate the end user

Correct Answer: D

Most of the time users install virus, Trojans and other malicious codes on their computers unknowingly. The best to prevent this loophole is to educate the user about viruses and where to look and what to do to prevent installing malicious codes.

QUESTION 35

An iOS user does not want to automatically connect to wireless networks that are broadcasting. Which of the following settings must be enabled in iOS 5.x to authorize connecting to wireless networks?

- A. Connect to WiFi
- B. Change adapter settings
- C. Manage wireless networks
- D. Ask to join



Correct Answer: D

QUESTION 36

A technician receives a call late in the evening that employees of a small business cannot access the company's remote access server. The technician cannot get a response from the server or the router at the site. Upon gaining access to the physical site, the technician discovers the router unplugged from the power source. Which of the following should be implemented to reduce the chance of this happening again?

- A. Plug the router into an uninterruptable power supply.
- B. Move the router to a physically secure location.
- C. Install security cameras to monitor the router.
- D. Outsource the remote access service to a third party.

Correct Answer: B

QUESTION 37

Which of the following data types can be synchronized to a mobile device by default? (Select TWO).

- A. Biometric information
- B. Pictures
- C. Contacts
- D. Credentials
- E. SMS

Correct Answer: BC

Reference: <http://windows.microsoft.com/en-us/windows7/sync-music-pictures-contacts-and-calendars-with-a-mobile-device>

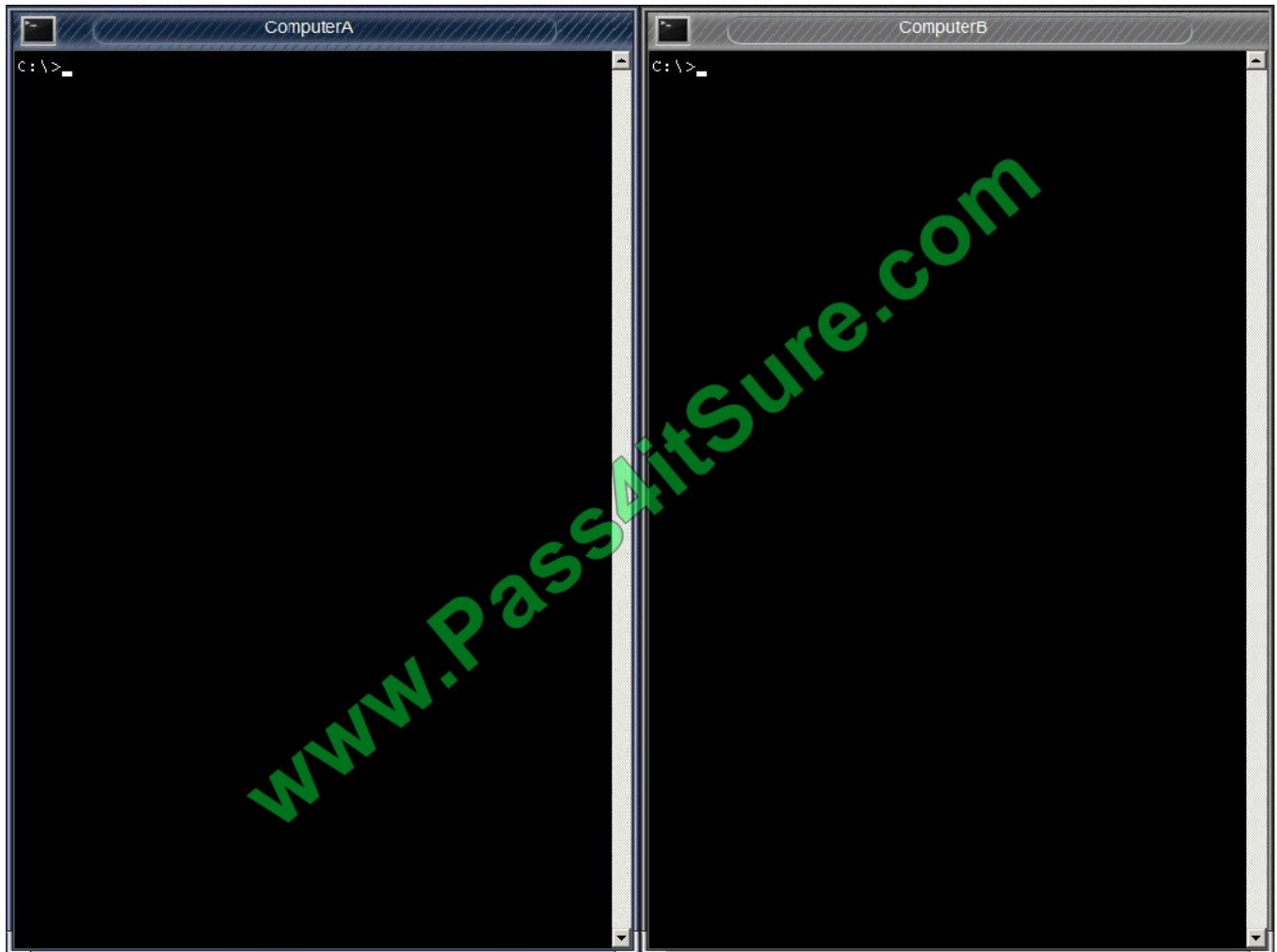
QUESTION 38

SIMULATION

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now Jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

Instructions:

Using the available tools, resolve the connectivity issues. When you have completed the simulation, please select the done button to submit your answer.



Correct Answer:

Explanation:

Need to flush the DNS cache on Computer B:



```
ComputerA
C:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address. . . . . :10.10.10.20
    Subnet Mask . . . . . :255.255.255.0
    Default Gateway. . . . . :10.10.10.1

C:\>_

ComputerB
C:\>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

C:\>ifconfig
% Invalid input detected.

C:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address. . . . . :10.10.10.30
    Subnet Mask . . . . . :255.255.255.0
    Default Gateway. . . . . :10.10.10.1

C:\>_
```

QUESTION 39

A client reports that their VoIP phone screen displays duplicate IP address. Which of the following is the FIRST action to try to resolve this problem?

- A. Change MAC address settings
- B. Call the vendor
- C. Try another LAN connection
- D. Reboot the phone

Correct Answer: D

Reference: <http://community.spiceworks.com/topic/172610-avaya-voip-phones-randomly-rebooting>

QUESTION 40

Which of the following helps to prevent virus infections from USB flash drives?



- A. Strong passwords
- B. Password protected screen savers
- C. Disabling the guest account
- D. Disabling the autorun feature

Correct Answer: D

Reference: <http://support.microsoft.com/kb/967715>

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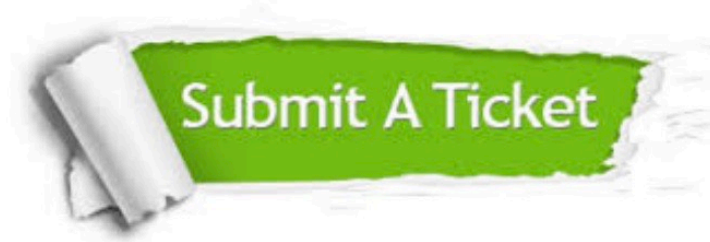
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