Vendor: CompTIA

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Version: Demo

QUESTION 1
Which of the following BEST describes a method for installing an operating system across the network?

A. USB 3.0
B. IEEE 1394
C. PXE
D. NTFS

Correct Answer: C
Explanation:
Reference: http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx

QUESTION 2
Joe, a technician, is tasked with disassembling a laptop to replace its motherboard. Which of the following is the FIRST step he should perform?

A. Write down where all the screws go on paper
B. Prepare some containers to hold the parts
C. Remove the battery and the removable CD-ROM drive
D. Refer to manufacturer documentation

Correct Answer: D

QUESTION 3
An administrator has advised against providing any information over the phone as a way to prevent against which of the following threats?

A. Session hijacking
B. Social engineering
C. Man-in-the-middle
D. Shoulder surfing

Correct Answer: B

QUESTION 4
A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

A. Repair the boot up sequence using recovery console.
B. Restart the system, booting from a system recovery disk.
C. Restart the system to verify the proper boot sequence.
D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C
Explanation:
Reference: http://www.tomshardware.com/forum/55646-2-boot-device-available

QUESTION 5
A technician installed a second hard drive in a computer. Upon restart, a message appears stating. "primary drive 0 not found. Press F1 to continue." Which of the following should the technician check FIRST?

A. That NTLDR and boot.ini are not missing
B. Proper drive installation (e.g. cables/jumpers)
C. If computer can boot into safe mode
D. If the BIOS boot settings are correct

Correct Answer: B
Explanation:
Reference: http://www.geek.com/forums/topic/primary-drive-0-not-found-primary-drive-1- not-found/

QUESTION 6
An office of 25 computers is interested in employing a file server, network shares, and print server functionality. Which of the following network setups would be BEST suited for this situation?

A. Ad-hoc
B. Workgroup
C. Domain
D. Token ring

Correct Answer: C
Explanation:
Reference: http://windows.microsoft.com/en-au/windows-vista/what-is-the-difference-between-a-domain-and-a-workgroup

QUESTION 7
A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name?

A. verify
B. Tracert
C. Ipconfig
D. Nslookup

Correct Answer: D
Explanation:
Reference: http://www.computerhope.com/nslookup.htm

QUESTION 8
A user has just installed an old CRT monitor on their home PC, and is connected to the onboard VGA port. The user notes that the display has a green tint at all times. Which of the following is the MOST likely cause of the issue?

A. Old video card drivers
B. Loose video cable

C. Monitor
D. Video card

Correct Answer: B

QUESTION 9
A company has created a personal SSL certificate for an internal website and a user is reporting error messages when accessing the site. In which of the following locations could a technician troubleshoot SSL certificate errors?

A. System Protection
B. Folder Options->View Hidden Files
C. Internet Options->Content
D. Local Security Policy

Correct Answer: C

QUESTION 10
Which of the following wireless standards used on modern smartphones depends on direct client-to-client handshake pin code authorization for establishing transmission connection?

A. 802.11n Wi-Fi
B. WiMAX
C. Infrared
D. Bluetooth

Correct Answer: D

QUESTION 11
Which of the following drive destruction methods is considered the MOST secure when dealing with highly sensitive data?

A. Degaussing
B. Wiping
C. Magnetizing
D. Shredding

Correct Answer: D

QUESTION 12
A user is attempting to use Remote Desktop to connect to a server but is getting an error message. Which of the following tools should be used to verify that the server is powered on and connected to the network?

A. PING
B. NSLOOKUP
C. MSTSC
D. SFC

Correct Answer: A

QUESTION 13
Which of the following user accounts should be renamed to adhere to security best practices?

A. Power user
B. Guest
C. Standard user
D. Administrator

Correct Answer: D
Explanation:
Reference: http://technet.microsoft.com/en-us/library/jj852273.aspx

QUESTION 14
A technician has just installed and terminated a new CAT5 network cable. The device using the cable cannot connect to the network. Which of the following tools would be BEST in troubleshooting this issue?

A. Cable tester
B. Network analyzer
C. Multimeter
D. Toner probe

Correct Answer: A

QUESTION 15
Which of the following commands may need to be run after a virus removal if the computer will not boot?

A. SCANDSK
B. DXDIAG
C. FIXMBR
D. MSCONFIG

Correct Answer: C
Explanation:
Reference: http://pcsupport.about.com/od/termsf/p/fixmbr.htm

QUESTION 16
A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

A. "Can you get to the Internet?"
B. "What exactly does not work?"
C. "Does the PC turn on?"
D. "Are you able to sign on?"

Correct Answer: B

Explanation:
Clarify what is not working. The line of questioning is an effective strategy to discover and solve a problem especially on phone.

QUESTION 17
A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

A. Enable Windows automatic updates
B. Enable screensaver required passwords
C. Enable MAC filtering
D. Enable wireless encryption

Correct Answer: B
Explanation:
Reference: http://windows.microsoft.com/is-is/windows-vista/use-your-windows-password- for-your-screen-saver-password

QUESTION 18
An Android mobile device will easily synchronize with which of the following services? (Select TWO)

A. Email
B. SMS
C. Passwords
D. Calendar
E. Incoming calls

Correct Answer: AD

QUESTION 19
Many business laptops now come with fingerprint readers to enable users to login without typing in passwords. This is an example of which of the following?

A. Privacy filters
B. RFID
C. RSA tokens
D. Biometrics

Correct Answer: D

QUESTION 20
A technician is having issues with a corporate wireless signal bleeding into nearby offices. Which of the following techniques could be used to mitigate the risk of wireless attacks by third parties in the nearby offices?

A. Switch from 802.11b to 802.11g spectrums
B. Disable WEP-128 security

C. Radio power adjustment
D. Switch from 802.11g to 802.11n spectrums

Correct Answer: C

QUESTION 21
Which of the following is a new feature of iOS 5?

A. Ability to dual boot the Android OS
B. Ability to run native PC applications
C. Ability to perform iTunes backups
D. Ability to perform untethered updates

Correct Answer: D
Explanation:
Reference: http://www.applebitch.com/2011/05/05/rumor-ios-5-could-bring-untethered-software-updates/

QUESTION 22
After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration, a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

A. Replace the RAID controller and boot.
B. Reinsert the drive and boot.
C. Plug the drive back in, the system will resume automatically.
D. Remove all drives and rebuild the array.

Correct Answer: B
Explanation:
Just reinsert the drive and boot the computer. The computer will start since it is a RAID 5 configuration.

QUESTION 23
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 24
Which of the following is BEST used to prevent other people from viewing a user's computer screen?

A. Anti-virus software
B. Key fob
C. Biometric device
D. Privacy filter

Correct Answer: D
Explanation:
Reference: http://www.privacyscreens.co.uk/howitworks.php

QUESTION 25
A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

A. Assign static IP addresses
B. Disable new VLANS
C. Disable unused ports
D. Disable PoE

Correct Answer: C
Explanation:
Reference: http://www.orbit-computer-solutions.com/How-To-Configure-Switch-Security.php

QUESTION 26
A user has Share permissions of "Allow - Full Control" and NTFS permissions of "Allow - Read, Allow - Write, Deny - Modify" to a shared file. In which of the following ways can they manipulate the file?
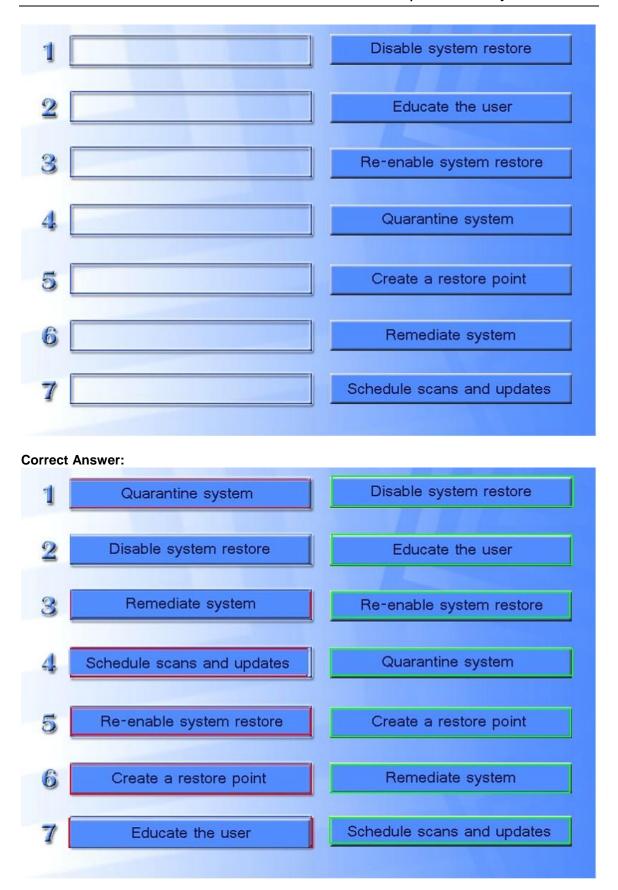
A. They can delete the file.
B. They can open the file.
C. They can take ownership of the file.
D. They can edit permissions on the file.

Correct Answer: B

QUESTION 27
DRAG DROP
A technician has verified that Joe, a user, has a malware infection on his desktop. Drag and drop the following malware remediation techniques in the correct order Joe should follow to alleviate this issue.

1	[ ]	Disable system restore
2	[ ]	Educate the user
3	[ ]	Re-enable system restore
4	[ ]	Quarantine system
5	[ ]	Create a restore point
6	[ ]	Remediate system
7	[ ]	Schedule scans and updates

Correct Answer:

1	Quarantine system	Disable system restore
2	Disable system restore	Educate the user
3	Remediate system	Re-enable system restore
4	Schedule scans and updates	Quarantine system
5	Re-enable system restore	Create a restore point
6	Create a restore point	Remediate system
7	Educate the user	Schedule scans and updates

QUESTION 28
A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem?

A. System Protection settings
B. User Account Control
C. Action Center
D. Data Execution Prevention

Correct Answer: B
Explanation:
Reference: http://windows.microsoft.com/en-us/windows7/products/features/user-account-control

QUESTION 29
A technician would like to limit computer access to certain users. Which of the following should be configured?

A. Advanced security
B. Boot.ini file
C. System configuration
D. Local security policy

Correct Answer: D
Explanation:
Reference: http://technet.microsoft.com/en-us/library/dd277395.aspx

QUESTION 30
If a technician knows a client's IP address, which of the following command tools can be used to resolve this to the DNS name?

A. NET USE
B. TRACERT
C. NSLOOKUP
D. CMD

Correct Answer: C

QUESTION 31
A technician is setting up new partitions on a 1TB drive for the purpose of running multiple operating systems. Which of the following represents the MAXIMUM number of primary partitions the drive can hold?

A. 4
B. 8
C. 64
D. 1024

Correct Answer: A

QUESTION 32
A computer's time settings reset every time it is unplugged. This is a symptom of a faulty:

A. Memory module.
B. Power supply.
C. Motherboard.
D. CMOS battery.

Correct Answer: D

QUESTION 33
For the last year, a company has gathered statistics on the most common security incidents. The highest percentage deals with opening email attachments that contain malware. Which of the following would mitigate this issue without reducing productivity?

A. Annual cyber security education
B. Update antivirus signatures more often
C. Block all email attachments
D. Install an IPS on each workstation

Correct Answer: A
Explanation:
Reference: http://www.aps.anl.gov/Safety_and_Training/Training/Courses/esh223/start.html

QUESTION 34
A client has a Windows XP PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

A. Default programs
B. Device Manager
C. Performance information and tools
D. MSCONFIG

Correct Answer: D

QUESTION 35
A user states their Windows XP desktop PC fails to boot to the Windows logo. Which of the following tools could a technician use to help diagnose if there is a pre-boot failure?

A. Multimeter
B. POST card
C. Power supply tester
D. BIOS flash

Correct Answer: B
Explanation:
Reference: http://en.wikipedia.org/wiki/POST_card

QUESTION 36
A technician is required to change a setting for HKEY_Local_Machine. Which of the following would the technician use to change this?

A. BCEDIT
B. WEP setup
C. MSCONFIG
D. REGEDIT

Correct Answer: D
Explanation:
Reference: http://www.wikihow.com/Edit-the-Windows-Registry

QUESTION 37
The benefit of MAC filtering in wireless networking is that the network:

A. is encrypted.
B. is not visible.
C. uses static IP addresses.
D. is more secure.

Correct Answer: D
Explanation:
Reference: http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm

QUESTION 38
Which of the following should be checked FIRST when troubleshooting a computer that intermittently shuts down after heavy usage?

A. Proper paper levels in the printer
B. Inadequate available RAM
C. Optical drive device drivers
D. Central processing unit fan

Correct Answer: D

QUESTION 39
A technician installs another IDE hard drive for more storage space and now when the workstation boots up it displays a message of `disk not found'. Which of the following is the MOST likely cause?

A. The jumper is set to master on the newly installed hard drive.
B. The jumper is set to cable select on the newly installed hard drive.
C. The new hard drive is faulty.
D. The operating system is corrupt.

Correct Answer: A

QUESTION 40
A customer calls an IT consultant to explain an issue they are having with their Windows 7 Professional PC. Windows Update attempts to install patches upon each startup but fails on the same single update. The customer has attempted to re-run Windows Update from Control Panel but the issue remains. Which of the following courses of action would BEST resolve the problem?

A. Running a full DEFRAG on the system
B. Clearing the AppData temp folder entirely
C. Clearing the Windows Update download cache entirely
D. Uninstalling the Windows Update feature in Windows 7 and reinstalling it directly from the Microsoft website

Correct Answer: C
Explanation:
Reference: http://larsjoergensen.net/windows/windows-7/how-to-clear-the-windows-update-download-cache-in-windows-7

QUESTION 41
A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

A. The CMOS battery is bad.
B. A memory module has become unseated.
C. The heat sink retaining clip has broken loose.
D. The hard drive cable has become unseated.

Correct Answer: C
Explanation:
Reference: http://www.bleepingcomputer.com/forums/t/96260/broken-heatsink-on-mother-board/

QUESTION 42
Which of the following common security threats could be occurring when a user receives an email with a link to login and change their username and password?

A. Phishing
B. DDoS
C. Malware
D. Spoofing

Correct Answer: A

QUESTION 43
Which of the following is true about a file when it is copied from an NTFS to a FAT32 partitions?

A. The file owner is preserved
B. All of the file permissions are lost
C. All file permissions must be reassigned
D. The file name becomes case insensitive

Correct Answer: B
Explanation:
Reference: http://serverfault.com/questions/11304/why-does-file-copy-from-ntfs-to-fat32-change-a-files-modified-date

QUESTION 44
A technician is concerned that archiving computers over the network is taking too long to finish each night. A vendor suggests incremental backups. Incremental backups would accomplish which of the following?

A.   Limited number of computers would be fully archived each night
B.   Backup an increasing number of files until the backup window closes
C.   Backup only changed items on each computer
D.   Limited number of directories on each computer each night

Correct Answer: C

QUESTION 45
The mouse arrow on Joe's laptop screen is unexpectedly moving around while he types on the built-in keyboard. Which of the following would be the lowest cost solution to the problem?

A.   Use of an external keyboard.
B.   Use of an external mouse.
C.   Use of Fn key to lock the keypad.
D.   Use of Fn key to disable the touchpad.

Correct Answer: D

QUESTION 46
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 47
Which of the following is a best practice when securing passwords for a desktop? (Select TWO).

A.   Store on a flash drive
B.   Place in an encrypted file
C.   Place in a zip file
D.   Passwords should be memorized
E.   Store on an FTP

Correct Answer: BD

QUESTION 48
A technician wants to create a new logical volume on a machine. Which of the following Windows 7 utilities will allow a technician to perform this action?

A. DISKPART
B. FORMAT
C. CHKDSK
D. FDISK

Correct Answer: A

QUESTION 49
A local administrator would like to determine why a laptop is taking so long to boot into the operating system. Which of the following tabs in MSCONFIG would the administrator access to BEST determine this?

A. Startup
B. Tools
C. General
D. Boot

Correct Answer: A
Explanation:
Reference: http://www.hongkiat.com/blog/speed-windows-startup-with-msconfig/

QUESTION 50
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
Explanation:
Reference: http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm

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300-208	640-864	CLO-001	SK0-003	1Z0-474	VCP5-DCV	RedHat
350-018	642-467	ISS-001	SY0-301	1Z0-482	VCP510PSE	EX200
352-001	642-813	JK0-010	SY0-401	1Z0-485		EX300
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