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QUESTION 1

Which of the following slots would MOST likely be used to install and configure a modern RAID card?

- A. PCIe
- B. AGP
- C. CNR
- D. ISA

Correct Answer: A

QUESTION 2

Which of the following cable types is characterized by an insulated core wire covered with a braided shield?

- A. STP
- B. CAT3
- C. UTP
- D. RG-59

Correct Answer: D

QUESTION 3

After making a long CAT5 cable, the technician fears that the cable may have been damaged during the pull, but does not have a cable tester. Which of the following would be the BEST alternative tool to determine whether there are any breaks or shorts in the cable?

- A. Multimeter
- B. Voltmeter
- C. Loopback plug
- D. Punchdown tool

Correct Answer: A

QUESTION 4

Chain of custody needs to be kept intact for which of the following reasons?

- A. To ensure data preservation during evidence inspection

- B. To ensure that the evidence is not left at the scene
- C. To ensure evidence is admissible in legal proceeding
- D. To ensure evidence is returned to proper owner

Correct Answer: C

Reference. http://www.cse.scu.edu/~tschwarz/COEN252_09/Lectures/legalissues.html

QUESTION 5

Which of the following would be a necessary step in performing preventive maintenance on a thermal printer?

- A. Replace the print head
- B. Apply the maintenance kit
- C. Clean the heating element
- D. Replace the toner

Correct Answer: C

QUESTION 6

Which of the following represents fan connector sizes on a motherboard?

- A. 1-pin and 2-pin
- B. 1-pin and 3-pin
- C. 2-pin and 3-pin
- D. 2-pin and 5-pin

Correct Answer: C

QUESTION 7

A coworker has reported that someone has engaged in prohibited activity. The supervisor has asked the technician to quarantine the PC until police arrive. Which of the following should the technician do? (Select TWO).

- A. Allow the user to continue working
- B. Check for viruses
- C. Re-image the hard drive
- D. Document time/date for later reference

- E. Prevent users from accessing the PC
- F. Turn off PC

Correct Answer: DE

QUESTION 8

A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

- A. Inform a supervisor or management.
- B. Disable network access for the user.
- C. Search the workstation for evidence.
- D. Call the authorities to question the user.

Correct Answer: A

If you found out about your co worker, inform your supervisor or senior management and let them handle the situation. You don't need to interfere in the situation.

QUESTION 9

A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

- A. Replace ink packs
- B. Calibrate the printer
- C. Use a different type of paper
- D. Replace the USB cable

Correct Answer: B

Reference. http://desktoppub.about.com/cs/colorcalibration/a/cal_printer.htm

QUESTION 10

Which of the following should be removed prior to replacing or upgrading memory in a laptop?

- A. Hard drive
- B. Optical drive
- C. Wireless card

D. Battery

Correct Answer: D

QUESTION 11

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

- A. Security breaches
- B. Electrical shock
- C. Chemical burns
- D. Equipment theft

Correct Answer: B

QUESTION 12

A technician installing hard drives into a computer needs to set jumpers on the drives to master and slave. Which of the following types of drives is the technician installing?

- A. USB
- B. SATA
- C. EIDE
- D. SCSI

Correct Answer: C

QUESTION 13

Which of the following describes a Class A IP address?

- A. The last octet is between 1 and 128 with a subnet mask of 255.0.0.0
- B. The first octet is between 1 and 128 with a subnet mask of 255.255.255.0
- C. The first octet is between 1 and 128 with a subnet mask of 255.0.0.0
- D. The last octet is between 1 and 128 with a subnet mask of 255.255.255.0

Correct Answer: C

QUESTION 14

A user wants to secure their home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

- A. Turn off DHCP
- B. Use MAC filtering
- C. Disable DMZ
- D. Turn off SSID broadcasting

Correct Answer: B

MAC filtering allows only certain devices to access the network. It has no specific policies or rules. The Mac addresses of devices that you want to allow can be configured in mac filtering and only those devices will access the network.

QUESTION 15

When connecting a PC to a high-definition TV, which of the following resolutions displays BEST on the device?

- A. 800x600
- B. 1600x1080
- C. 1900x1200
- D. 1920x1080

Correct Answer: D

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