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QUESTION 1

A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black.

Which of the following would be the correct way to populate memory in the slots for best performance?

- A. Slower memory in both blue slots and faster memory in both black slots
- B. Memory that matches in speed and size in either both blue slots and both black slots
- C. Faster memory in both blue slots and slower memory in both black slots
- D. Place memory in either both black slots or both blue slots but not both at the same time

Correct Answer: B

QUESTION 2

Which of the following is the BEST example of the use of chain of custody?

- A. Technician uses a third party to hand over the PC to the proper authority.
- B. Technician remembers when and who they gave the PC to.
- C. Technician calls supervisor after PC has been transferred.
- D. Technician notes the date, time and who was given the PC.

Correct Answer: D

QUESTION 3

Which of the following memory form factors is MOST commonly found in laptops?

- A. SDRAM
- B. SODIMM
- C. RAMBUS
- D. DIMM

Correct Answer: B

QUESTION 4

A technician must trace a network cable from a user's desk to the punch down block in the wiring closet.

Which of the following tools would be the BEST choice?

- A. Cable tester
- B. Multimeter
- C. Loopback plug
- D. Toner probe

Correct Answer: D

QUESTION 5

In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

- A. Size of the memory allocation
- B. Size of the expansion slot
- C. The IEEE specification that it originated from
- D. Number of available communication channels

Correct Answer: B

QUESTION 6

Which of the following expansion slots can ONLY be found on a desktop computer?

- A. PCI express
- B. Express Card 34
- C. Express Card 54
- D. PCMCIA

Correct Answer: A

QUESTION 7

Which of the following hard drive types would be considered the MOST likely to survive a fall?

- A. SCSI
- B. Solid State

- C. IDE
- D. SATA

Correct Answer: B

QUESTION 8

Which of the following can ONLY be installed when a laptop is turned off and disconnected from all power sources?

- A. PCMCIA device
- B. Express card 54 device
- C. SODIMM chip
- D. USB expansion hub

Correct Answer: C

QUESTION 9

A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on.

Which of the following is the MOST likely cause?

- A. The print server does not have network connectivity.
- B. The ISP service is currently not available.
- C. The user's print drivers are corrupted.
- D. The printer is low on toner.

Correct Answer: A

QUESTION 10

A user needs a new gaming computer which can be both fast and quiet.

Which of the following should MOST likely be installed to meet the user's requirements?

- A. Liquid-based cooling system
- B. Passive cooling system
- C. Thermal paste

D. Low RPM fans

Correct Answer: A

QUESTION 11

The wireless antenna is typically located inside the laptop\\s:

- A. rear panel.
- B. keyboard.
- C. display bezel.
- D. bottom bezel.

Correct Answer: C

QUESTION 12

Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

- A. APIPA
- B. ARP
- C. IPv6
- D. DNS

Correct Answer: A

QUESTION 13

Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: A

QUESTION 14

Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

- A. MBR
- B. CMOS
- C. VRAM
- D. BIOS

Correct Answer: D

QUESTION 15

Which of the following Internet connection types would be MOST commonly used by a customer who travels frequently?

- A. ISDN
- B. Satellite
- C. Cellular
- D. Line of site wireless

Correct Answer: C

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