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QUESTION 1

Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem. Which of the following is the cause?

- A. The monitor power cable is unplugged.
- B. The video cable has become disconnected.
- C. The video driver is not installed.
- D. The operating system has encountered a stop error.
- E. The screen saver has activated.

Correct Answer: B

QUESTION 2

Which of the following operating systems is MOST likely to be found on a desktop where its primary functions include professional video and audio editing?

- A. Chrome OS
- B. Windows 7 Home
- C. Mac OS X
- D. iOS

Correct Answer: C

QUESTION 3

A technician is setting up a computer that was shipped. After everything is plugged in, the computer will not turn on. Which of the following should the technician do FIRST to identify the issue?

- A. Check for physical damage on the computer.
- B. Search for a solution on the Internet.
- C. Reference the manufacturer's documentation.
- D. Ensure the power supply is set at the correct voltage.

Correct Answer: D

QUESTION 4

A technician has just finished setting up a SOHO wireless router but the client does not want the PC on the wireless network for security reasons. The technician connects an RJ-45 cable to the computer and the router, but does not receive network connectivity. Which of the following is the NEXT step to diagnose the problem?

- A. Change the IP address on the computer to match the router.
- B. Reseat the power cable on the computer and reboot.
- C. Check for link light activity on the computer and the router.
- D. Change the hostname of the router to match the computer's network.

Correct Answer: C

QUESTION 5

Which of the following computer components are used to store data? (Select TWO).

- A. GPU
- B. HDD
- C. RAM
- D. NIC
- E. CPU

Correct Answer: BC

QUESTION 6

A user wants to purchase a CAD application that requires 8GB of RAM to operate. Which of the following operating system types is required?

- A. 8-bit
- B. 16-bit
- C. 32-bit
- D. 64-bit

Correct Answer: D

QUESTION 7

Which of the following is a reason that a user might upgrade a video card driver? (Select TWO).

- A. To decrease the screen resolution
- B. To access monitor standby mode
- C. To fix an error message
- D. To use additional features
- E. To adjust the brightness/contrast

Correct Answer: CD

QUESTION 8

Which of the following protocols is used to secure communications between sender and receiver?

- A. SIP
- B. SNMP
- C. SSL
- D. SMTP

Correct Answer: C

QUESTION 9

Which of the following components is required to send faxes via POTS?

- A. NIC
- B. Power supply
- C. Modem

D. Wireless adapter

Correct Answer: C

QUESTION 10

A user is configuring a new wireless router. Which of the following should be done to ensure that unauthorized changes cannot be made?

- A. Change the SSID
- B. Change the router's address
- C. Change the administrator password
- D. Change the encryption key

Correct Answer: C

QUESTION 11

Which of the following is performed during WiFi setup on a mobile device?

- A. Configuring bluetooth pairing settings
- B. Configuring email settings
- C. Configuring screen lock settings
- D. Configuring SSID settings

Correct Answer: D

QUESTION 12

Multiple laptops that contain confidential data are stolen from a company. Which of the following is a likely policy change resulting from this incident?

- A. Enabling full disk encryption
- B. Requiring screensaver password
- C. Disabling Bluetooth adapters
- D. Adding multifactor authentication

Correct Answer: A

QUESTION 13

Which of the following operating systems is available for free and can be modified by anyone?

- A. Windows
- B. Linux
- C. Mac OS
- D. Chrome OS

Correct Answer: B

QUESTION 14

Which of the following is an example of ransomware?

- A. A user is asked to pay a fee for a password to unlock access to their files.
- B. A user receives an email demanding payment for a trial application that has stopped working.
- C. A user has opened an Internet browser and is taken to a site that is not the normal home page.
- D. A user is asked to open an attachment that verifies the price of an item that was not ordered.

Correct Answer: A

QUESTION 15

A user's operating system is set to automatically update as updates are released. However, last week's updates failed to download. Which of the following should the user do FIRST to install the updates?

- A. Reference the OS manufacturer's website.
- B. Run a virus scan to remove viruses.
- C. Reinstall the operating system.
- D. Change the automatic update schedule.
- E. Manually download the updates.

Correct Answer: E

QUESTION 16

When setting up a new workstation, which of the following should be configured during the initial OS setup wizard?

- A. Additional software
- B. Date and time settings
- C. Peripheral devices
- D. Security software

Correct Answer: B

QUESTION 17

Which of the following software types allows for the creation of a single file composed of multiple subfiles, while at the same time reducing the overall size of the combined elements?

- A. Database
- B. Document sharing
- C. Compression
- D. Maintenance

Correct Answer: C

QUESTION 18

An RoHS label on hardware indicates which of the following?

- A. The hardware produces EMI when used.

- B. The hardware is certified to be energy efficient.
- C. The hardware provides battery backup for power outages.
- D. The hardware needs to be properly disposed.

Correct Answer: D

QUESTION 19

A home computer that has been in operation for more than five years is now suffering from random shutdowns during the day. The PC is set up in an enclosed cubby built into the home office desk. Which of the following is MOST likely plaguing the PC?

- A. The PC was switched over to 240v operation mode
- B. Dust accumulation
- C. The PC's BIOS is severely out-of-date, causing PSU issues
- D. EMI

Correct Answer: B

QUESTION 20

Which of the following BEST describes the pros and cons of a home wired network?

- A. Low throughput, low mobility, high availability, high latency, high security
- B. High throughput, high mobility, low availability, low latency, high security
- C. High throughput, low mobility, high availability, low latency, high security
- D. Low throughput, high mobility, low availability, high latency, low security

Correct Answer: C

QUESTION 21

Which of the following are considered input devices for a computer? (Select TWO).

- A. Mouse
- B. Printer
- C. Speakers
- D. Microphone
- E. Monitor

Correct Answer: AD

QUESTION 22

Which of the following printer types uses a powder based consumable with a lower cost per page compared to other printers?

- A. Thermal
- B. Laser
- C. Dot matrix
- D. Inkjet

Correct Answer: B