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Q1.
On the dot-matrix you only see the bottom half of the characters. What is a possible reason?

A. Defective print head.
B. Wrong paper thickness.
C. Paper text incorrectly on tractor.
D. Defective home position sensor.

Answer: A

Q2.
You have just installed a new internal PCI modem in your desktop. It will not dial out. What is the problem?

A. The port speed is set too high.
B. The modem has not been set up in control panel properties
C. The phone line is plugged in to the line in port on the modem card.
D. The phone line out of the wall is plugged into the phone port on the modem card.

Answer: D

Q3.
Which component must be vacuumed or replaced during preventive maintenance on a laser printer?

A. Ozone filter
B. Scanning mirror
C. Developing Blade
D. Photosensitive Drum

Answer: A

Q4.
You install new local printer. When you print a test page on the printer, the printer prints the printer code and several extra blank printer pages are printed. What are the possible causes? (Choose Two)

A. Wrong printer driver.
B. Empty toner cartridge.
C. Overloaded paper tray.

D. High printer resolution settings.
E. Un-secured or loose printer cable.

Answer: A, E

Q5.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: G

Q6.
Typically in which of the following would you use a PC card?

A. Laptop.
B. Desktop.
C. Laser printer.
D. Docking station.

Answer: A

Q7.
Which of the following are important troubleshooting questions to ask a user when gathering information about an issue? (Choose two)

A. Who caused this issue?
B. When did this issue begin?
C. How much did your computer cost?
D. Where did you buy your computer?
E. What were you doing when the issue began?

Answer: B, E

Q8.
Which of the following configuration settings are set in EEPROMS on a NIC? (Choose Three)

A. IRQ
B. Protocol
C. IP Address
D. I/O Address
E. MAC address

Answer: A, D, E

Q9.
You have purchased three new USB devices and want to add them to your laptop but you only have one IRQ available. How many IRQ's will your USB modem, mouse and keyboard use?

A. 1
B. 2
C. 3
D. 4

Answer: A

Q10.
Which of the following source present a risk factor for virus infection on a PC? (Choose two)

A. A floppy disk received from a friend.
B. A downloaded file from the internet.
C. FDISK/MBR file on the hard drive.
D. DLL file that was loaded with a new machine.
E. CAB file that was loaded with the new machine.

Answer: A, B

Q11.
A service technician is trying to install two IDE drivers as master/slave on the same ATA port. Drive 1 installed first, jumped as a master and the BIOS correctly auto detected it. Drive2 was then jumped as a slave and installed but the BIOS would not auto detect it. Which of the following would be the next logical step to trouble shoot the problem?

A. Replace drive 1.
B. Replace drive 2.
C. Make the CD-ROM drive the slave.
D. Configure drive 2 as a master with no slave.

Answer: D

Q12.
What are possible ways to print a printer self test page? (Choose two.)

A. By inserting special test paper.
B. Through operator panel on printer.
C. From the start menu of the task bar.
D. By pressing the engine control button
E. Through properties of the printer settings.

Answer: B, E

Q13.
The computer identifies a non-maskable interrupt error. What is likely to have caused this error?

A. Lost clusters
B. Defective RAM
C. The I/O controller
D. Corrupted software

Answer: B

Q14.
You install a 1.2 GB IDE drive. When you run FDISK, it only reports a drive of 540MB. What went wrong?

A. The drive is set to slave.
B. No active partition is set.
C. The ribbon cable is on backwards.
D. There is no power to the hard drive.
E. BIOS/Disk Manager was not updated.

Answer: E

Q15.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: H

Q16.
Which statement is true concerning the installation of USB mouse?

A. You can plug it in while the computer is running.
B. You must first set up a specific IRQ for the device.
C. You must first set a DMA channel for the new device.
D. You must shut the computer down, plug in the mouse, and restart.

Answer: A

Q17.
A user calls support and says that his system will not boot up. The error message that is displayed is 'missing operating system'. What can cause this?

A. A non-bootable disk is in the disk drive.
B. The Windows 9x CD is in the CD ROM drive.
C. The Windows 9x CD is not in the CD ROM drive.
D. The key board is not working or is plugged in improperly.

Answer: A

Q18.
How many bits wide is 72 pin non-parity SIMM memory?

A. 16
B. 32
C. 36
D. 64

Answer: B

Q19.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: D

Q20.
Your client has reported a problem with a slow connection to the Internet using a 56Kbps Modem. What are the most likely causes? (Choose two)

A. IRQ conflict
B. Insufficient RAM
C. Out dated modem drive
D. Noise on the telephone line
E. Modem on wrong serial port

Answer: C, D

Q21.
You get an error during POST on a PC. What could this mean? (Choose two)

A. BIOS needs to be reset.
B. There is a hardware failure.
C. HIMEM.SYS is missing or incorrect.
D. The drivers for the device are incorrect.
E. The Windows file system is generating an error.

Answer: A, B

Q22.
You are installing a modem on COM3. Which I/O address should you normally use?

A. 2E8H
B. 2F8H
C. 3E8H
D. 3F8H

Answer: C

Q23.
Which type of connector is used for a parallel connector on the end that connects to the printer?

A. 9-Pin (DB-9) male
B. 25-Pin (DB-25) male
C. 25-Pin (DB-25) female
D. Centronics (36-pin) D-shell

Answer: D

Q24.

What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector
L. CPU Slot 1

Answer: L

Q25.
If the computer suddenly restarts and lights flicker which event probably occurred?

A. Electrical sag
B. Electrical surge
C. Prolonged power outage
D. Power overload and circuit shutdown

Answer: A

Q26.
What expansion bus types do most motherboards support?

A. MCA, PCI

B. ISA, EISA
C. ISA, PCI, AGP
D. ISA, VSA, PCI

Answer: B

Q27.
You have just finished a clean installation of Windows 2000 and removed the installation CD from the drive. When you reboot the system you receive the following error message, 'Can't find bootable CD-ROM device'. What should you do to correct the problem?

A. Reinstall the ATAPI driver
B. Make sure MSCDEX is loaded in CONFIG.BAT
C. Change the BIIOS boot sequence to A, C, CD-ROM
D. Replace your hard drive, run FDISK, and re-install the OS

Answer: C

Q28.
What is the highest address that can be referred on a three-position SCSI-2 jumper block?

A. 4
B. 7
C. 8
D. 15

Answer: B

Q29.
Why would the back of your page come out dirty on a Laser printer?

A. Light weight paper.
B. High humidity level.
C. Contaminated fuser.
D. Bad AC power module.

Answer: C

Q30.
A service technician is trying to master-slave two known good IDE hard drives, C and D. Drive D was installed as a slave to drive C, but couldn't be made to work. The same problem occurred when drive C was installed as a slave to drive D. Assuming that the technician used correct jumpering in both instances, what should you do next?

A. Replace drive D, because it is now defective.
B. Conclude that drives C and D are non-standard.
C. Conclude that drives C and D are not compatible.
D. Replace drives C and D, because both are now defective.

Answer: C

Q31.
An A+ candidate just built a clone PC from scratch. The floppy drive's LED is lit up (and stays that way) from the time the machine is powered on. What is the most likely cause?

A. Hard drive failure
B. CMOS configuration error
C. A disk left in the floppy drive
D. Floppy drive cable connection

Answer: D

Q32.
A PC's CMOS information was erased. What should you do first after re-entering the correct settings?

A. Replace the CMOS battery.
B. Check the motherboard reset pin.
C. Test the CMOS battery's voltage level.
D. Observe the PC for problem recurrence.

Answer: A

Q33.
Which is not a valid AMD CPU?

A. K6
B. K5
C. K8

D. Athlon

Answer: C

Q34.
What is the function of an energy star compliant monitor?

A. Used only with fast processors
B. Same as standard monitor type
C. Switches to low power status when signal does not change
D. Consumes less power than other monitors while powering up.

Answer: C

Q35.
A bent pin on a three row DB-15 male connector plug could cause problems with which device or component?

A. Monitor
B. Joystick
C. Laser Jet Printer
D. External Modem

Answer: A

Q36.
How many bits wide is the AGP Bus?

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

Answer: C

Q37.
Which type of cable is most likely in use with RJ-45 connectors attached to a computer?

A. 10Base2
B. 10Base5
C. 10BaseT
D. 10BaseXL

Answer: C

Q38.
What is the most important difference between standard USB and IEEE1394?

A. IEEE1394 is faster.
B. USB cable is bigger.
C. USB is plug and play.
D. IEEE1394 is hot swappable.

Answer: A

Q39.
Your external modem is not functioning properly and you suspect that a malfunctioning serial port is the problem. Which tool should you use to test the serial port?

A. Multimeter.
B. Post card.
C. Loopback plug.
D. Null modem cable.

Answer: C

Q40.
Why should you have slot covers installed in a computer? (Choose two)

A. Keep dust out
B. Improve Air flow
C. Protect against ESD
D. CPU warmer
E. Prevent installing unnecessary components

Answer: A, B

Q41.
Which of the following expansion slots can a SCSI adapter plug into? (Choose two)

A. PCI
B. USB
C. EISA
D. IEEE 1264
E. IEEE 1394

Answer: A, C

Q42.
After you take a page out of the Laserjet printer, the printer looks good but smears when you pickup the paper. What is the problem?

A. Damp paper
B. Fuser assembly
C. Wrong type of toner
D. Output roller assembly.

Answer: A

Q43.
Which of the following is NOT capable of full-duplex transmission?

A. USB
B. Serial
C. Parallel
D. IEEE 1394

Answer: C

Q44.
Which differentiates EPP (Enhanced Parallel Port) from ECP (Enhanced Capsulation Port) parallel ports?

A. ECP uses DMA
B. EPP requires more RAM
C. EPP requires a device driver
D. ECP uses 8-bits, EPP uses 4-bits

Answer: D

Q45.
What can cause laser-jet printer to print too light? (Choose two)

A. Too much humidity in the air.
B. Malfunctioning transfer corona.
C. Printing on wrong side of paper.
D. Duplex mechanism inside printer.
E. Malfunctioning high-voltage DC power supply.

Answer: A, B

Q46.
A Windows 9x system fails to successfully detect new devices that are added. What should you check first?

A. Device manager for DMA assignments.
B. Plug and play settings in control panel.
C. CMOS settings in BIOS for plug and play
D. BIOS settings in CMOS for plug and play.

Answer: D

Q47.
A system was working perfectly yesterday. Suddenly you get a "CMOS configuration mismatch" error. What should you do?

A. Check the settings of the hard drive.
B. Check the voltage of the CMOS battery.
C. Verify that all devices are getting power.
D. Erase the CMOS settings and reconfigure.

Answer: B

Q48.
What would cause a keyboard error message? (Choose Two)

A. Stuck Key
B. Pressing the F5 key
C. Keyboard not plugged in
D. Pressing CTRL + ALT + ESC

Answer: A, C

Q49.
The process of refreshing memory is the process of?

A. Testing the memory chip registers.
B. Cleaning the memory for reuse.
C. Recharging or reenergizing the registers.
D. Deleting memory before shutting down the system.

Answer: C

Q50.
You have an older PC that only has one IDE interface, one IDE hard drive and one IDE CD-ROM drive installed. How should you add a second IDE hard drive?

A. Install a SCSI card.
B. Install an add-on IDE interface card.
C. Use an IDE cable that has extra connections on it.
D. Use the existing free connector on the floppy drive cable.

Answer: B

Q51.
What are the usable DMA channels? (Choose three)

A. 0
B. 1
C. 7
D. 8
E. 9

Answer: A, B, C

Q52.
Which of the following would NOT be repaired onsite?

A. Virus infection
B. Faulty video card
C. File system errors
D. CRT high voltage supply

Answer: D

Q53.
Which expansion slot can a SCSI adapter plug into? (Choose three)

A. PCI
B. USB
C. EISA
D. VL-BUS
E. IEEE 1394

Answer: A, C, D

Q54.
Which of the following cable types an you use to network two computers? (Choose three)

A. IDE
B. Serial
C. SCSI
D. Parallel
E. 10Base2

Answer: B, D; E

Q55.
When replacing a power supply what must you observe?

A. Voltage
B. Current
C. Wattage

D. Resistance

Answer: C

Q56.
What should you do after installing a new ink-jet cartridge?

A. Reboot your computer
B. Print a very detailed picture
C. Adjust the assignment manually
D. Run the printer alignment program

Answer: D

Q57.
Where is the area on the graphic that shows the Monitor connector?

Answer:

Q58.
A customer just installed a new CD-RW. The system was working fine before the installation, but now the CD-RW does not work. What should you suggest that the customer should do?

A. Flash or upgrade the BIOS
B. Check the CONFIG.SYS setup
C. Add the CD-RW in the device manager
D. Check the jumper settings on the CD-RW

Answer: D

Q59.
Which type of connector do analogue modems use?

A. AUI
B. BNC
C. RJ-11
D. RJ-45

Answer: C

Q60.
What is the main difference between AT and ATX motherboards? (Choose two)

A. PS/2 port
B. BNC connector
C. Soft power switch
D. Serial connectors
E. Parallel connectors

Answer: A, C

Q61.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: K

Q62.
Assuming that the primary and secondary IDE controllers are both enabled, what is the maximum number of devices that can be connected?

A. 3
B. 4
C. 5
D. 6

Answer: B

Q63.
Which of the devices have same looking connector? (Choose Two)?

A. USB Printer
B. PS/2 mouse
C. ATX keyboard
D. Parallel Printer
E. Serial Scanner

Answer: B, C

Q64.
A user cannot log in the local area network and to the Internet over the LAN. Other users in the same area are no experiencing any problems. From your workstation you attempt to log in as the user with her username and password and do not experience any problems. However you cannot log in from her workstation with either her username or yours. What is the likely cause of this problem?

A. Server down
B. Bad station patch cables.
C. Wrong username and password.
D. Insufficient rights to access the server.

Answer: B

Q65.
What is unique about each device on a SCSI chain?

A. I/O
B. LUN
C. Identification
D. Master or Slave

Answer: C

Q66.
What is the minimum cable type 10BaseT specifies

A. Category 3
B. Category 5
C. Category 5e
D. Category 6

Answer: A

Q67.
The ISA bus speed is

A. 4.27 MHz
B. 6 MHz
C. 8.33 MHz
D. 16 MHz

Answer: C

Q68.
What is proper installation practice for installing DIMMs and RIMMs?

A. Unplug the PC.
B. Use a ground strip.
C. Leave the power on.
D. Install modules in pairs.

Answer: A

Q69.
How many pins does a standard IDE connector have?

A. 34
B. 40
C. 50
D. 68

Answer: B

Q70.
The IEEE 1394 is related to which type of bus type?

A. DMA
B. SCSI
C. PS/2
D. Serial

Answer: D

Q71.
The fan stopped working in the power supply, but the computer is still running. What is the proper repair procedure?

A. Replace the fan.
B. Replace the transformer.
C. Lubricate the fan with oil.
D. Replace the power supply.

Answer: D

Q72.
What would cause the error message "Bad or missing operating system at boot up"?

A. No CD-ROM
B. Missing or corrupt boot sector
C. Slave hard drive not powered up
D. A bad floppy drive cable connection

Answer: B

Q73.
On a dot matrix printer which paper type requires tractors to feed the paper?

A. Envelopes
B. Fiction Fed
C. Single sheets
D. Continuous Forms

Answer: D

Q74.
Which steps must you complete when installing a second IDE on the same IDE controller that has an existing device?

A. Set the drive identification to match.

B. Terminate the second drive properly
C. Set one drive a master and the other a slave.
D. Place the boot drive at the end of the IDE cable.

Answer: C

Q75.
Where is the area on the graphic that shows the place to connect a joystick?

Answer:

Q76.
Some users on a 10Base2 network cannot connect to the server. What are likely causes of the problem? (Choose Two)

A. Faulty T-connector
B. Malfunctioning hub
C. Improperly terminated cable
D. Server not connected to the hub
E. Faulty modular connector on the server NIC

Answer: A, C

Q77.
What do the BIOS do when a plug and play card is installed?

A. Looks for the manufacturer of the card.
B. Checks the processor ID for compliance.
C. Disables the other cards until the new card is installed.
D. Consults the ESCD to determine which system resources are available and needed for the card.

Answer: D

Q78.
What is the most significant difference between EDO RAM and Fast Page Mode DRAM?

EDO RAM is_____

A. Faster
B. Slower
C. Smaller
D. Cheaper

Answer: A

Q79.
Which device is used to extend the 10Base2 network beyond the maximum distance?

A. Extender
B. Repeater
C. Converter
D. Expander

Answer: B

Q80.
The computer won't boot from the floppy drive. What are the most likely causes? (Choose two)

A. The floppy drive is defective.
B. There is no partition on the hard drive.
C. The boot floppy is formatted on FAT 16.
D. The boot sequence in the BIOS is incorrect
E. The hard drive has more than one partitions defined.

Answer: A, D

Q81.
When configuring ISA network interface cards without jumpers or plug and play. What is used to set IRQs?

A. DMA.
B. COMS.
C. The operating system.
D. Configuration software.

Answer: D

Q82.
What is the default IRQ for LPT1?

A. 2
B. 5
C. 7
D. 13

Answer: C

Q83.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: I

Q84.
What is the maximum distance for a 10Base2 segment?

A. 100 meters
B. 185 meters
C. 330 meters
D. 1000 meters

Answer: B

Q85.
How should be used to extinguish a computer fire?

A. Fire hose
B. Class A extinguisher.
C. Class C extinguisher
D. A silver foam water extinguisher

Answer: C

Q86.
What does a 201 error indicate during POST?

A. CPU error.
B. Memory error.
C. Video problem.
D. Floppy drive error.

Answer: B

Q87.
Which of the following is the newest type of printer interface?

A. USB
B. Serial
C. SCSI
D. Parallel

Answer: A

Q88.
MMX technology was added to the Pentium II in order to _____.

A. improve printing speed.
B. speed up modem access to the Internet.
C. improve security when using windows 95/98.
D. handle multimedia functions like sound and video.

Answer: D

Q89.
Which are valid types of parallel ports? (Choose three.)

A. EPP
B. EEP
C. ECP
D. USB
E. Bi-directional

Answer: A, C, E

Q90.
What is the default IRQ for COM1?

A. 2
B. 3
C. 4
D. 5

Answer: C

Q91.
What is the name of the process that laser printers use to produce a printed image?

A. Laser writing
B. Micro-laser printing
C. Electro-photographic
D. Ink-jet laser photographic

Answer: C

Q92.
A workstation has just been installed on the Ethernet LAN but cannot communicate with the network. What should you do first?

A. Reinstall the network protocols.
B. Reinstall the network interface card driver.

C. Verify the IP configuration on the workstation.
D. Verify the link status on the computer's network card.

Answer: D

Q93.
How are toner cartridges disposed of?

A. Burned
B. Thrown Away
C. Recycled by manufacturer
D. Recycled with standard plastic

Answer: C

Q94.
Which of the following are associated with ROM? (Choose three)

A. DMA
B. MBR
C. BIOS
D. POST
E. CMOS

Answer: C, D, E

Q95.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: J

Q96.
Typically how many PC Type 3 cards can you insert into a laptop at a time?

A. 1
B. 2
C. 3
D. 4

Answer: A

Q97.
On a system with one hard drive and one CD-ROM what is the typical placement of the CD-ROM drive?

A. Slave drive on the primary IDE channel.
B. Master drive on the primary IDE channel.
C. Slave drive on the secondary IDE channel
D. Master drive on the secondary IDE channel

Answer: D

Q98.
How many IDE controllers are typically built into an ATX motherboard?

A. 1
B. 2
C. 4
D. 8

Answer: B

Q99.
What can an Ethernet crossover cable be used to do?

A. Test a faulty network card.
B. Connect two network devices without a Hub
C. Improve bandwidth between the server and the workstations.
D. Convert from 10 Megabits per second to 100 Megabits per second.

Answer: B

Q100.
What is the most probable cause of a sound card and a printer working intermittently?

A. Conflicting IRQs.
B. The wrong APM setting.
C. A changed printer cable.
D. An improperly seated card.

Answer: A

Q101.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. CPU slot
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: B

Q102.
In a system with multiple hard drives, what are the benefits of using multiple fans? (Choose two)

A. Increase memory bandwidth.
B. Increase speed of data transfers.
C. Cool the outside of the computer.
D. Redistribute airflow through the system.
E. Reduce internal component temperature.

Answer: D, E

Q103.
What must you do after replacing the CMOS battery?

A. Use FDISK
B. Flash the BIOS
C. Set the date and time
D. Format the hard drive

Answer: C

Q104.
WRAM is used on a?

A. Modem.
B. Video card.
C. Motherboard.
D. ATA controller.

Answer: B

Q105.
Which events increase the chances of a motherboard failure? (Choose two)

A. Power being lost while updating the BIOS.
B. Power being lost while updating the printer.
C. Connecting a USB device with the power on.
D. Connecting a PS/2 mouse with the power on.
E. Connecting a serial mouse with the power on.

Answer: A, E

Q106.
You had just made a floppy boot disk and want to test it. You put the disk in the drive and restart the computer but it boots up to the Windows 9x GUI. Why?

A. The disk is set to write protect.
B. The BIOS is set to boot the hard drive first.
C. You did not set the boot sector of the disk to active.
D. You left your Windows 9x CD in the CD-ROM drive.

Answer: B

Q107.
Which of the following are valid translations in the hard drive settings in the CMOS? (Choose Three)

A. CHS
B. LBA
C. TRA
D. Extended CHS
E. Extended TRA

Answer: A, B, D

Q108.
What is the paper feeder technology most commonly associated with dot matrix printers?

A. Sheet feed.
B. Tractor feed.
C. Friction feed.
D. Manual feed.

Answer: B

Q109.
When powering on a system, you receive a keyboard error. What generates this message?

A. CMS
B. ASPI
C. POST
D. POSIX

Answer: C

Q110.
When you arrive at the customer's desk the computer is giving a continuous beep noise that will not stop. What is the problem?

A. Virus was down loaded from the Internet.
B. The BIOS on the motherboard was corrupted.

C. Improper driver was loaded on the hard drive.
D. A key on the keyboard is stuck in the down position.

Answer: D

Q111.
Which processors use a slot 1 connection on a motherboard? (Choose two.)

A. AMD K7
B. PENTUIM II
C. PENTIUM III
D. PENTIUM PRO
E. PENTIUM II XEON

Answer: B, C

Q112.
Which type of field replaceable unit is a SCSI host adapter?

A. CPU
B. I/O card
C. Video Card
D. Hard Drive

Answer: B

Q113.
What should you use to connect two computers in an Ethernet peer to peer network using RJ-45 connectors and Category-5 Cable?

A. Modem
B. Patch Cable
C. Cross over cable
D. Hardware Loopback

Answer: C

Q114.
Which of the following devices may have the same locking connector? (Choose two)

A. USB printer
B. VGA monitor
C. Serial mouse
D. SCSI scanner
E. Parallel printer

Answer: D, E

Q115.
Where is the area on the graphics that shows the COM port connector?

Answer:

Q116.
What is the data bus width for an ISA slot?

A. 12
B. 16
C. 32
D. 64

Answer: B

Q117.
Uninterruptible power supply is also known as?

A. Surge Strip
B. Power Helper
C. Battery Backup
D. Circuit Breaker

Answer: C

Q118.
What is the most important feature to look for when, replacing the mouse?

A. Color
B. Connector

C. The number of buttons.
D. The manufacturer and model number.

Answer: B

Q119.
A customer calls and says the computer will not boot. The system brings up the first screen that shows the memory count but it freezes immediately so that the user can't enter the CMOS setup screen. What should you take to the site to fix the problem?

A. CPU.
B. Modem.
C. Video card.
D. Floppy drive.

Answer: A

Q120.
How should you place terminations on a SCSI bus with one internal hard drive and one external CD-ROM drive?

A. Terminate the hard drive only.
B. Terminate the SCSI interface card.
C. Terminate both the hard drive and CD-ROM drive.
D. Terminate the SCSI card, hard drive and CD-ROM drive.

Answer: C

Q121.
Which of the following are considered types of video RAM? (Choose three)

A. VRAM.
B. LRAM.
C. WRAM.
D. DRAM.
E. SGRAM

Answer: A, C, E

Q122.
Which features of a SCSI-2 to enable a device to accept multiple instructions?

A. Line queuing.
B. Dual channel.
C. Multi LUN support.
D. Command queuing.

Answer: D

Q123.
What does a 28 dot pitch refer to in describing a monitor?

A. .28 cm wide.
B. .28 millimeter wide.
C. .28 cm apart.
D. .28 millimeter apart

Answer: D

Q124.
Some one placed a BIOS password on a computer and forgot the password. What should you do? (Choose two)

A. Boot to a floppy and fdisk the drive.
B. Temporarily remove the CMOS battery.
C. Go into BIOS setup and delete the password.
D. Clear the CMOS by shortening the CMOS jumper.
E. Boot down the computer while holding down the <CTRL> key.

Answer: B, D

Q125.
What is the first program to run during a system boot sequence?

A. BIOS
B. COMMAN.COM
C. CONFIG.SYS
D. AUTOEXEC.BAT

Answer: A

Q126.
What would a failed processor fan most likely cause? (Choose two)

A. CPU damage
B. System lockups
C. Hard drive failure
D. Floppy drive failure
E. CD-ROM drive failure

Answer: A, B

Q127.
How should you clean the CD-ROM media?

A. Wipe it using circular motions.
B. Wipe it using center to edge motions.
C. Dip it in a diluted cleaner solution, then let it dry.
D. Set clean mode from the CD properties menu.

Answer: C

Q128.
When you boot up your computer the light on the diskette drive lights up and stays lit. What does this mean?

A. Disk is in the drive
B. No disk is in the drive
C. The data cable is installed backwards
D. The diskette drive is functioning properly

Answer: C

Q129.
What are the most common SCSI implementations? (Choose Two)

A. 32-bit SCSI-2

B. 32-bit SCSI-3
C. 16-bit Fast/Wide
D. 8-bit Standard SCSI

Answer: A, B

Q130.
Which device connects to a parallel port?

A. Mouse
B. Joystick
C. External Modem
D. External storage device

Answer: D

Q131.
Which items in the CMOS can be password protected? (Choose Two)

A. Printer
B. Startup
C. Modem
D. System setup
E. Screen saver

Answer: B, D

Q132.
What is the main communication method from one personal digital assistant to another personal digital assistant?

A. IR
B. USB
C. RS 232
D. IEEE1394

Answer: A

Q133.
Which of the following are FRU? (Choose three)

A. RAM.
B. ROM.
C. CPU.
D. ZIFFSOCKET.
E. CMOS battery.

Answer: A, C, E

Q134.
A dot matrix printer generates printouts that are good on the left side of the page but fade as the printer moves on the right side of the page. This is the most likely due to?

A. Worn out ribbon
B. Mis-aligned platen
C. Worn out print head
D. Mis-aligned print head

Answer: B

Q135.
Where is the area on the graphic that shows the BNC connector?

Answer:

Q136.
On a diskette driver data cable, what is the drive letter assigned to the drive after the twist?

A. A
B. B
C. C
D. D

Answer: A

Q137.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. CPU slot
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: A

Q138.
What motherboard form is the Exhibit?

A. XT
B. ATX
C. FULL AT
D. BABY AT

Answer: B

Q139.
Where is the area on the graphic that shows the mini DIN connector?

Answer:

Q140.
Your customer calls and reports that her computer shuts down and reboots on its own. What is one possible cause?

A. The BIOS is set to reboot automatically every day.
B. Her external SCSI CD-RW is using too much power.
C. The CMOS is configured to cycle power at a certain time.
D. The power supply is not providing enough power to the system.

Answer: D

Q141.
You get a CMOS Checksum error during boot up. What is the most likely cause?

A. Power Supply is bad.
B. BIOS needs Updating
C. CMOS battery is nearing end of life.
D. Hard Drive types are incorrectly defined.

Answer: C

Q142.
Which of the following are characteristics of a peer-to-peer network? (Choose two.)

A. Router.
B. TCP/IP protocol.
C. Centralized security and administration.
D. Limited number of computers involved.
E. Computer acting as both client and a server.

Answer: D, E

Q143.
You just installed a new IDE hard drive but your system BIOS will not recognize the new drive. What should you check first?

A. Cable sequence
B. Jumpers on the hard Drive
C. Drivers that need to be loaded
D. Hard Drive manufacturer Website information

Answer: B

Q144.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: F

Q145.

10BaseT Ethernet uses which type of physical topology?

A. Bus
B. Star
C. Ring
D. Tree

Answer: B

Q146.
Which CPU socket 7-based? (Select all that apply.)

A. Pentium I
B. Pentium II
C. AMD Athlon
D. Pentium MMX

Answer: A, D

Q147.
What is the smallest storage access unit on an IDE hard drive?

A. Track
B. Sector
C. Partition
D. Cylinder

Answer: B

Q148.
Which memory address range is reserved for VGA video card?

A. C000-C3FF
B. C000-C7FF
C. D000-D7FF
D. D000-DFFF

Answer: B

Q149.
Which motherboard type allows you to turn off the computer via software?

A. AT
B. ATX
C. MCA
D. VESA

Answer: B

Q150.
What is the advantage of using ECC (Error Checking and Correction) memory?

A. Costs less money.
B. Corrects Cache errors.
C. Corrects memory error
D. Has no dense packaging

Answer: C

Q151.
After attempting to dial-up to Internet, your mouse pointer freezes. What should be your first diagnostic step in solving the problem?

A. Check for IRQ conflict.
B. Check for browser updates.
C. Check to see if the correct mouse driver is loaded.
D. Check to see, if you are still connected to Internet.

Answer: A

Q152.
When you configure the hard disk or COM ports in the BIOS, where do the BIOS save this information?

A. CPU
B. CMOS
C. Memory
D. Hard Drive

Answer: B

Q153.
What is the common language that computers use to talk with one another on a network?

A. Client.
B. Adapter.
C. Protocol.
D. Operating system.

Answer: C

Q154.
Which processors will fit in the same socket? (Choose three.)

A. AMD K7.
B. Cyrix MLL.
C. AMD K6.
D. Pentium II.
E. Pentium MMX.

Answer: B, C, E

Q155.
A customer calls and says that her computer won't boot. She can hear noises and see lights on the box but nothing comes on the screen. What should you take to the site to fix the problem?

A. Hard Drive
B. Video Card
C. Power Cable
D. Power Supply

Answer: B

Q156.

What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: A

Q157.
While your ink jet printer is sitting idle what keeps the ink from leaking out of the ink cartridge and onto the paper?

A. Pump pressure
B. Electrical current
C. Close nozzle gate
D. Maintenance Station

Answer: C

Q158.
The monitor is displaying mostly in green and not in normal colors. Which of the following would cause this? (Choose Two)

A. The monitor is defective
B. The refresh rate is too fast.
C. The resolution is set too high
D. A pin on the connector is bent.
E. The drivers are installed incorrectly.

Answer: A, D

Q159.
When installing floppy drive, the A drive letter is established

A. By the cable
B. Through Windows
C. By a jumper on the drive
D. By a jumper on the motherboard

Answer: A

Q160.
What should you replace if the brightness or contrast adjustments were malfunctioning on a Laptop?

A. Fuse
B. LCD Display
C. Adjustment Switch
D. LCD display Cable

Answer: C

Q161.
The customer is complaining that the program applications being displayed on the screen are missing lines, details and other graphics. How should you change the setting?

A. Reduce hard ware graphics acceleration.
B. Increase hardware graphics acceleration.
C. Increase the horizontal setting on the monitor.
D. Decrease the vertical display settings on the monitor.

Answer: A

Q162.
Which kind of devices does SCSI support? (Choose Three)

A. Modem
B. CD-ROM
C. Tape Devices
D. Hard Drives
E. Video Cards
F. Sound Cards

Answer: B, C, D

Q163.
How many print head pins would there be on a standard paper quality dot matrix printer?

A. 9
B. 15
C. 24
D. 25

Answer: C

Q164.
How many 168 Pin DIMMs are required per memory bank?

A. 1
B. 2
C. 6
D. 8

Answer: A

Q165.
What is the proper storage environment for OPC (Organic PhotoConductive Drums)?

A. Humidity free
B. Cool and Dark
C. Cool and Bright
D. Warm and Dark

Answer: B

Q166.
You install a network interface card NIC that is not plug and play in your computer and see several jumpers on the card that allow you to change various settings. Which NIC setting do jumpers allow you to change? (Choose two)

A. IRQ.
B. Token size.
C. MAC address.
D. Memory address.
E. Communication protocol.

Answer: A, D

Q167.
Which interrupt does the real-time clock use?

A. 0
B. 1
C. 8
D. 13

Answer: C

Q168.
In which circumstance is it necessary to replace the CMOS chip?

A. If it is a non-flash type.
B. When the CMOS is full.
C. When you upgrade the CPU.
D. After you have flashed it several times.

Answer: A

Q169.
Which interrupt is cascaded to provide interrupts 9 through 15?

A. 1
B. 2
C. 3
D. 4

Answer: B

Q170.
A customer's Windows desktop on her monitor appears to be distorted. What should you do to try to isolate the problem? (Choose two)

A. Try another monitor.
B. Try another program.
C. Replace the power supply.
D. Install additional video memory.
E. Boot the computer to a command prompt.

Answer: A, E

Q171.
Which IRQs are assigned first?

A. CMOS configured.
B. Hardware configured.
C. Windows 9x legacy.
D. Windows 9x plug and play.

Answer: A

Q172.
How many devices can be connected on a fast/wide scsi2 bus?

A. 7
B. 8
C. 12
D. 15

Answer: D

Q173.
What is the minimum cable type 100BaseTX specifies?

A. Category 3
B. Category 4
C. Category 5
D. Category 6

Answer: C

Q174.
How many devices does USB support?

A. 32
B. 64
C. 127
D. 256

Answer: C

Q175.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. Slot 1
D. AGP port
E. SIMM slot

F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: C

Q176.
Where is the area on the graphic that shows the sound card speaker connection?

Answer:

Q177.
A dot matrix printer is printing patchy, faint or uneven. Which action will correct the problem?

A. Replacing the ribbon
B. Replacing the timing belt
C. Adjusting the paper feed tension
D. Adjusting the tractor feed tension

Answer: A

Q178.
Which devices can cause interference with a modem connection? (Choose two)

A. Fan.
B. Phone.
C. Printer port.
D. Fax machine.
E. Power supply.

Answer: B, D

Q179.
Which settings determine which IDE device are master and which is slave?

A. Hardware settings on the device.
B. Hardware settings on the motherboard.
C. Software settings on the operating system.
D. Hardware settings on the IDE controller board.

Answer: A

Q180.
Which of the following cable types can you use to network two computers? (Choose Three)

A. IDE
B. Serial
C. SCSI
D. Parallel
E. UTP

Answer: B, D, E

Q181.
What is the motherboard speed setting for a Pentium-200?

A. 50 MHZ
B. 60 MHZ
C. 66 MHZ
D. 200MHZ

Answer: C

Q182.
In a Plug and Play system when installing a second hard drive what determines the drive letter?

A. End user
B. Position on cable
C. Operating system
D. Drive manufacturer

Answer: B

Q183.
Silicon lubricants can be used for?

A. Drive heads

B. SIMM installations
C. Keyboard performance
D. Floppy disk drive door mechanisms

Answer: C

Q184.
How would an ID logical 3 be set on a three-bit jumper block on a SCSI hard disk drive?

A. 010
B. 011
C. 111
D. 101

Answer: B

Q185.
Where is firewall typically stored?

A. RAM
B. CPU
C. Hard disk
D. ROM BIOS

Answer: C

Q186.
While playing a stereo CD audio, adjusting the left hand speaker's volume from windows, effects the right hand speakers instead. What are the most probable causes? (Choose two)

A. An IRQ conflict exists.
B. The volume controls are muted.
C. An incorrect CD audio cable was used.
D. You need to run windows utility from the correct working directory.
E. The right hand speaker is plugged at the wrong connector on the sound card.

Answer: C, E

Q187.
A video resolution of 800 into 600 would constitute which video mode?

A. EGA
B. VGA
C. CGA
D. SVGA

Answers: D

Q188.
A customer with Windows 9x cannot print even through the printer is online and ready with the print jobs queued. What could be the problem?

A. Offline printing is enabled.
B. The printer driver is overloaded.
C. The printer is in energy-restrict mode.
D. The printer and CPU frequency don't match.

Answer: A

Q189.
What are marked in the picture below?

A. Floppy port

B. PCI slot
C. CPU slot
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: C

Q190.
The mouse pointer moves erratically. What is the possible cause?

A. The ball is dirty
B. Is not connected
C. Driver is not installed properly.
D. Has an incorrect IRQ setting.

Answer: A

Q191.
What would a Multimeter be used to measure?

A. CD-ROM data
B. Power-supply voltage
C. Floppy drive speed
D. RAID controller synchronization

Answer: B

Q192.
What device must be installed on a computer to provide it with a physical and electrical connection to a network?

A. NIC
B. Router
C. Gateway

D. BNC connector

Answer: A

Q193.
You just installed a Pentium II 800-MHz chip. When you booted up your computer, it only recognized 400-MHz chip. What could be the problem?

A. Only half of the chip is installed into the socket.
B. The jumper settings on the chip are not correct.
C. You do not have enough space on your hard drive.
D. The BIOS setting is not reflecting a multi-speed setting.

Answer: D

Q194.
The resolution on a new 19" ULTRA VGA monitor was set to 640 x 480 16 colours. You change the resolution to 800x600 High color 16-bit. But the monitor goes blank. What could be the problem?

A. The video card is using an IRQ
B. The video card is not installed properly
C. The monitor trapezoid setting is wrapped.
D. The refresh rate is too fast for the monitor

Answer: D

Q195.
What is the default IRQ for the floppy drive controller?

A. 2
B. 3
C. 6
D. 9

Answer: C

Q196.

What best describes the time it takes CRT's electrons beam to paint the screen from top to bottom in a monitor?

A. Dot pitch
B. Interlacing
C. Video RAM
D. Refresh Rate

Answer: D

Q197.
To which connector on an IDE cable, should you connect the bootable drive?

A. The first connector from primary IDE controller.
B. The second connector from the primary IDE controller.
C. The third connector from the primary IDE controller.
D. Either the first or the second connector from the primary IDE controller.

Answer: D

Q198.
Where is the area on the graphics that shows the connector for the printer port?

Answer:

Q199.
What is the default IRQ for COM2?

A. 2
B. 3
C. 4
D. 6

Answer: B

Q200.
Which values are held in the CMOS for hard drive?

A. Drive bay location.
B. Access Speed to data
C. Size (Head, Cylinders, Sectors)
D. Physical dimension of the drive (Height, Width, Depth, Weight)

Answer: C

Q201.
What is the system board BIOS designed to manage?

A. NIC
B. Printers

C. Modems
D. ATA (IDE)

Answer: D

Q202.
After installing or replacing a hard drive, you try to format it but get the error message: "invalid media type". What should you run next?

A. FDISK
B. CHKDSK
C. DISKDIAG
D. SCANDISK

Answer: A

Q203.
Which of the following cable types can you use to network two computers? (Choose Two)

A. IDE
B. Serial
C. SCSI
D. Parallel
E. 10Base2

Answer: B, D

Q204.
After installing a sound card the system locks up when a parallel port tape backup is also used. What is the most likely problem? (Choose Two)

A. IRQ conflict
B. DMA conflict.
C. Defective LPT port
D. Defective Tape Driver
E. Defective Sound Card

Answer: A, E

Q205.
Which precaution should you take when installing a video card with on-board memory?

A. Unplug the PC
B. Flash the BIOS
C. Use an ESD strap
D. Leave the power ON

Answer: A

Q206.
Which priority settings are given to the SCSI ID number? (Choose two)

A. 0 lowest
B. 0 highest
C. 1 lowest
D. 15 lowest
E. 15 highest

Answer: B, D

Q207.
What can be done with a system when its IDE controller fails on the motherboard? (Choose two)

A. Install a new driver.
B. Reset the ROM BIOS.
C. Replace the hard drive.
D. Replace the motherboard.
E. Install an IDE add-on card.

Answer: D, E

Q208.
What mother board form is shown in the exhibit?

A. XT
B. Baby AT
C. Full AT
D. ATX

Answer: B

Q209.
Which computer port would a digital video camera typically use?

A. USB
B. RS-232
C. IEEE 1284
D. IEEE 1394

Answer: D

Q210.
You have installed a new modem with jumpers set to COM2 and IRQ3, but Windows cannot detect the modem. What is the problem?

A. No dial tone.
B. IRQ conflict.
C. DMA overrun
D. COM port speed not set to 256Kbps.

Answer: B

Q211.
You find that you have no audio. Which of the following does not apply?

A. The sound card is set to a 66MHz bus speed.
B. You should check to see if Windows volume control is up.
C. The speaker cable is not plugged into the right connection.
D. An audio adapter needs hardware resources such as an IRQ.

Answer: A

Q212.
Which setting must a device have in order to interrupt the CPU?

A. IRQ
B. I/O address
C. DMA channel
D. Memory address

Answer: A

Q213.
What is the standard parallel cable used with most ink jet printers?

A. USB
B. SCSI 3
C. IEEE 1284
D. SERIAL DB 15

Answer: C

Q214.
When upgrading to a Pentium II, which slot or socket is viable?

A. Slot 1
B. Slot A
C. Slot 3
D. Socket 7

Answer: A

Q215.
What next technology was added to the Pentium III?

A. MMX4.
B. Enhanced audio steaming.
C. Enhanced graphics capabilities.
D. Internet streaming SIMB extensions.

Answer: D

Q216.
What is a major design difference between Pentium I and Pentium II?

A. Pipeline cache size
B. Capacitor technology
C. High-core temperature
D. Additional instruction set

Answer: B

Q217.
What causes chip creep?

A. Thermal expansion and contraction.
B. Overheating of chips due to electrical shorts.
C. Chips that don't communicate with other chips.
D. Chips memory that is incompatible with the motherboard.

Answer: A

Q218.
Windows uses what name of a peer to peer network?

A. Group
B. Domain
C. Network

D. Workgroup

Answer: D

Q219.
ISA card should work in which bus slots? (Choose two)

A. PCI
B. ISA
C. AGP
D. MCA
E. EISA

Answer: B, E

Q220.
You just installed a second IDE slave hard drive to the primary controller in your Windows 9x system. You double click my computer and can't see the second drive. What are the reasons for this? (Choose two)

A. Your hard drive is not partitioned.
B. The BIOS has not been updated.
C. The floppy drive is not connected.
D. The proper drivers are not loaded.
E. Device manager needs to be refreshed.

Answer: A, B

Q221.
Which device contains its own BIOS?

A. DRAM
B. Hard drive
C. Diskette drive
D. Video adapter

Answer: D

Q222.
From which location are first instructions available when a microcomputer is powering up?

A. CPU
B. Boot.ini
C. ROM BIOS
D. Config.sys

Answer: C

Q223.
What should you use to clean circuit board contacts?

A. Jeweler's cloth.
B. Silicone spray.
C. An emery cloth.
D. Contact cleaning solution.

Answer: C

Q224.
What happens when shadowing options are enabled in a computer BIOS?

A. Instructions stored in various ROM chips are copied into RAM.
B. Values are stored twice in the memory for redundancy checking.
C. Conventional memory is remapped to top of extended memory.
D. Data stored in RAM and adaptive card is shadowed into extended memory.

Answer: A

Q225.
Which memory module is shown in the exhibit?

A. 30- pin SIMM
B. 72- pin SIMM
C. 168- pin DIPP

D. 168-pin DIMM

Answer: B

Q226.
Where is the area on the graphics that shows the PS/2 mouse connector?

Answer:

Q227.
When installing PCI network interface you can check IRQ availability looking at?

A. DIP switches.
B. CONFIG.SYS.
C. Jumper settings.
D. Motherboard BIOS.

Answer: D

Q228.
Which device would you plug into an AGP slot?

A. Hard drive
B. Serial port
C. Video card
D. External storage device

Answer: C

Q229.
What is a type of IDE translation?

A. LBA
B. UTB
C. QIC
D. USB

Answer: A

Q230.
Due to the possibility of brownouts which of the following items will help electronic equipment perform in an interrupted manner? (Choose two)

A. Strips
B. Extension Cords
C. Line conditioners
D. Battery backup devices

Answer: C, D

Q231.
Which hardware device on a motherboard drive can be updated through software?

A. Chip set
B. Data bus
C. System BIOS
D. IDE controller

Answer: C

Q232.
In the middle of printing several print jobs to a networked dot matrix printer the power goes out. When power is restored you are unable to get any print jobs from the printer. What should you do to continue printing on this device?

A. Hit the reload button on the printer.
B. Delete existing print jobs from the printer buffers.
C. Print the documents from a different PC on the network.
D. Click the print command several times until the buffer clears.

Answer: B

Q233.
What must you do to attach a new IDE hard drive? (Choose Three)

A. Select a unique ID
B. Set the termination jumpers
C. Set the master/slave jumper
D. Ensure proper cable orientation
E. Install drive bay and secure it properly

Answer: C, D, E

Q234.
A customer with Windows 9x cannot print even through the printer is online and ready with the print jobs queued. What could be the problem?

A. Offline printing is enabled.
B. The printer driver is overloaded.
C. The printer is in energy-restrict mode.
D. The printer and CPU frequency don't match.

Answer: A

Q235.
Where is the area on the graphic that shows the USB connector?

Answer:

Q236.
Which tools can be used to clean the inside of a computer? (Choose two)

A. Magnet
B. Canned air
C. Small brush
D. SIMM extractor
E. Ammonia based cleaner

Answer: B, C

Q237.
You have a NoteBook PC, where the 2.5 inch IDE hard drive will not respond. How should you confirm if the problem is in the hard drive or the NoteBook's IDE interface? (Choose Two)

A. Boot from a CD and then run FDISK.
B. Boot from a floppy and then run FDISK.
C. After replacing the NoteBook's motherboard confirm whether the hard drive works.
D. Using a 2.5 inch to 3.5 inch IDE cable adapter try a 3.5 inch IDE hard drive on the NoteBook's IDE interface.
E. Using a 2.5 inch to 3.5 inch IDE cable adapter try a 2.5 inch IDE hard drive on a Desktop PC's IDE interface.

Answer: D, E

Q238.
What is modified when changing the system start up boot sequence?

A. BIOS/CMOS.
B. CONFIG.SYS
C. AUTOEXEC.BAT
D. COMMAND.COM

Answer: A

Q239.
When installing an AT power supply which colors are adjacent on the connector?

A. Red, Red
B. Black, Red
C. Red, Black
D. Black, Black

Answer: D

Q240.
What would definitely cause an IDE hard drive to be damaged?

A. Forcing the IDE cable to the floppy drive connector.
B. Connecting one end of the IDE cable the wrong way.
C. Using the Y splitter where the 5- and 12- volt connectors are switched on one end.
D. Connecting to a defective power supply that only gives five volts on the 12volt line.

Answer: C

Q241.
Where is the area on the graphic that shows the place to connect an Ethernet cable?

Answer:

Q242.
What is the first step in diagnosing a completely dead computer that was working fine the day before?

A. Test the power supply.
B. Replace the CMOS battery.
C. Check the AC outlet for voltage.
D. Reseat the hard drive cable controller.

Answer: C

Q243.
What is the default I/O port for COM2?

A. 2E8H.
B. 3E8H.
C. 2F8H.
D. 3F8H.

Answer: C

Q244.
What are benefits of cleaning the inside of the computer? (Choose Two)

A. Increase connectivity speed.
B. Provide better system cooling
C. Increase CPU processing speed.
D. Increase the value of your computer.
E. Reduce the risk of component failure.

Answer: B, E

Q245.

Where is the area on the graphic that shows the mini DIN connector?

Answer:

Q246.
Where is the area on the graphic that shows RJ-45 connector?

Answer:

Q247.
If a Laser printer pulls multiple paper sheets at one time, what are possible causes? (Choose three.)

A. Humidity
B. Worn Fuser
C. Improper media
D. Worn Separation Pad
E. Defective toner cartridge.

Answer: A, C, D

Q248.
Which type of connectors are used on a parallel printer cable? (Choose two)

A. DB9
B. RJ-25
C. DB25
D. MiniDIN
E. Centronics36

Answer: C, E

Q249.
What are advantages of the USB? (Choose three.)

A. Speed.
B. Safety.
C. Security.
D. Expansion.
E. Ease of configuration.

Answer: A, D, E

Q250.
You have just installed a 128 MB 168 pin DIMM on your ATX motherboard. You already had 128 MB in 72 pin slots using SIMM. When you turn on your system it is only recognizing only 128 MB of RAM in total. Which of the following are possible causes? (Choose Three)

A. You need to update or upgrade your BIOS.
B. BIOS is not set to Read both types of memory.
C. A jumper is not set to support both types of memory
D. The motherboard only supports one type of memory at a time.
E. You need to remove one of the 72- pin memory chips so you have one of each.

Answer: A, B, D

Q251.
What could cause a larger capacity drive to format at lower capacity when you install it in an existing system?

A. The disk repository is full
B. The new drive in not y2k compatible
C. The ram does not support the larger capacity hard drives
D. The BIOS cannot handle the larger capacity drive and formats at the highest recognizable capacity.

Answer: D

Q252.
Which type of a cable is most likely in use with RJ-45 connectors to attach computers to the network?

A. 10Base 2.
B. 10Base 5.
C. 10Base T
D. 10Base FL.

Answer: C

Q253.
Which type of logical topology does 10Base2 use?

A. Bus
B. Star
C. Ring

D. Tree

Answer: A

Q254.
A ZIF socket was put on the motherboard to help with inserting and removing?

A. CPUs
B. SIMMS
C. DIMMS
D. CPU FANS

Answer: A

Q255.
A monitor refresh rate in Windows 95 was changed and now the desktop in not available. What is the first step to correct this problem?

A. Replace the video card.
B. Boot windows in safe mode.
C. Run VIDFIX.EXE from a DOS prompt.
D. Change the video setting in the BIOS configuration.

Answer: B

Q256.
Which items need to be set up on a SCSI drives? (Choose two)

A. ID.
B. Voltage.
C. Terminators.
D. Cable length.

Answer: A, C

Q257.
What is the most important step when upgrading the BIOS?

A. Shut off the UPS.
B. Unplug all connectors.
C. Write down all the settings.
D. Save the BIOS upgrade files on to a floppy disc.

Answer: C

Q258.
When seeking to upgrade your BIOS for a particular motherboard. What do you need to know?

A. Memory Type
B. Hard Drive Size
C. Make and Model
D. DIMM manufacturer

Answer: C

Q259.
What has the highest throughput?

A. SPP
B. ECP
C. EPP
D. UPP

Answer: B

Q260.
What are the minimum hardware components required for the POST to past? (Choose all that apply.)

A. CPU
B. RAM
C. Mouse
D. Hard drive
E. Video Card

Answer: A, B, E

Q261.
Which AT command is used to reset your Modem's configuration?

A. AT
B. ATD
C. ATH
D. ATZ

Answer: D

Q262.
Which type of motherboard standard accepts the 5 pin DIN keyboard connector? (Choose two)

A. AT
B. XT
C. LT
D. ATX

Answer: A, D

Q263.
What is the newest type of serial bus architecture?

A. DVD
B. USB
C. ATA
D. ST-506

Answer: B

Q264.
Where is the area on the graphic that shows the parallel port?

Answer:

Q265.
Which memory module is shown in the exhibit?

A. DIPP
B. SIPP
C. 30 pin SIMM
D. 72 pin SIMM

Answer: C

Q266.
What does TCP/IP support? (Choose three)

A. NWLink
B. Ethernet
C. NetBEUI
D. Token Ring
E. Modem dial-up

Answer: B, D, E

Q267.
In the fusing stage of the laser printing process the?

A. Toner transfers to the corona
B. Printer melts the written image to the paper
C. Primary corona wire gives a charge to the photosensitive drum
D. Laser writes the image that it will print to the photo sensitive drum.

Answer: B

Q268.

After inserting a floppy disk and accessing the A drive, you get the error message; "Drive A not ready, Abort, Retry, Fail" What should you suspect? (Choose two)

A. The drive is bad
B. The floppy disk is bad
C. The drive cable is bad
D. The power connector is loose
E. The drive is dirty and needs to be cleaned

Answer: B, E

Q269.
What should you do first if the mouse pointer is not moving correctly across the screen?

A. Clean the mouse
B. Reconfigure the system
C. Plug into a different port
D. Check the mouse drivers in the operating system

Answer: A

Q270.
Intel's Single Edge Contacts (SEC) design contains both a CPU and a?

A. L1 Cache
B. L2 Cache
C. L3 Cache
D. L4 Cache

Answer: B

Q271.
What are the major hard drive settings in the CMOS? (Choose three.)

A. Heads.
B. Tracks.
C. Volume.
D. Sector.
E. Cylinder.

Answer: A, D, E

Q272.
How many pins are on a serial port connector? (Choose two)

A. 8
B. 9
C. 10
D. 15
E. 25
F. 29

Answer: B, E

Q273.
You would have to enable int13h support on an SCSI controller card in order to use which device?

A. Scanner
B. Bernoulli
C. Tape device
D. Bootable CD-ROM

Answer: D

Q274.
A customer calls and says his computer will not boot. You have determined that no sounds are coming from the system and none of the lights are on. What should you take to the site to fix the problem?

A. CPU
B. Modem
C. Video Card
D. Power Supply

Answer: D

Q275.
In common ink jet printers how is ink transferred to the page? (Choose two)

A. Pressure is built by boiling ink

B. Pressure is applied by using a crystal
C. Pressure is built by a motorized pump
D. Screens deflect ink on the paper into the proper positions.
E. Ink is sprayed on to the paper and managed by a nozzle.

Answer: A, E

Q276.
How should you open the tray on an inoperative CD-ROM drive?

A. Push the eject button.
B. Push in on the lower-right corner door.
C. Right-click the CD icon and select Eject.
D. Insert a paper clip into the CD drive eject hole.

Answer: D

Q277.
The USB port can supply power for a device?

A. True
B. False

Answer: A

Q278.
Where is the area on the graphic that shows the SCSI connector?

Answer:

Q279.
All of the following voltage/current combinations should be considered dangerous but which of these combinations is the most likely to cause serious injury or death?

A. 120 Volts DC at 500 Amperes.
B. 5 volts DC at 100milli amperes.
C. 12 volts DC at 200milli ampere.
D. 240 volts and DC at 10milli amperes.

Answer: A

Q280.
You have a jumpered modem that could only take the standard COM1 and COM 2 ports. Which step will help when installing the modem in a Windows 9x PC?

A. Disable the second serial port in CMOS.
B. Free the IRQ tied up by the floppy drive controller.
C. Use manual setting for COM1 and set it to IRQ 4.
D. Ensure that the second and third USB devices are not conflicting with the IRQ.

Answer: C

Q281.
Which address does the primary IDE controller use by default?

A. 130H
B. 170H
C. 1F0H
D. 300H

Answer: C

Q282.
The modem will not dial out. What is the most likely cause of the problem? (Choose two)

A. Cable is not plugged in.
B. The phone line is defective.
C. The Modem is set for tone dial.
D. The Internet service provider is down.
E. The modem is set to disable call waiting.

Answer: A, B

Q283.
What does memory mapped I/O do?

A. Maps IRQ's to PCI interface cards.
B. Acquires a unique ID for each memory module.
C. Duplicates the contents of the ROM BIOS into RAM.
D. Uses the same address space for memory locations and peripheral devices.

Answer: D

Q284.
With respect to the interface network card, what does the term 10/100 refer to?

A. Protocol speed.
B. A fiber network.
C. Megabits per second.
D. Minimum and maximum server speed.

Answer: C

Q285.
How does a parallel port communicate information to a peripheral device?

A. 1 bit at a time
B. 8 bytes at a time
C. 1 byte at a time
D. 16,555 bytes at a time.

Answer: C

Q286.
How much video RAM is needed to display 1024 into 768 at 24bit color?

A. 1MB.
B. 4MB.

C. 8MB.
D. 512KB.

Answer: B

Q287.
What is the maximum cable length, in meters, using 20-gauge twisted-pair shielded cable between two full speed USB devices?

A. 5
B. 6
C. 7
D. 8

Answer: A

Q288.
A customer states that after someone borrowed a computer, a larger than normal black border appeared around the edge of the Windows desktop. What is the first logical question would you ask?

A. Have you adjusted the contrast?
B. Has the operating system just been upgraded?
C. Have you checked to see if the video cable is loose?
D. Have you checked the video monitor control settings?

Answer: D

Q289.
What allows you to print on both sides of the paper?

A. Fuser.
B. Duplexer.
C. Toner cartage.
D. Paper swapping unit.

Answer: D

Q290.
Which device should not be plugged into a standard UPS?

A. Any monitor
B. Laser printer
C. An inkjet printer
D. External Modem

Answer: B

Q291.
How many DMA channels are there in AT class computer?

A. 3
B. 4
C. 7
D. 8

Answer: D

Q292.
The maximum distance for a 10BaseT segment is?

A. 100 Meters
B. 185 Meters
C. 330 Meters
D. 1000 Meters

Answer: A

Q293.
Why can multiple SCSI devices work on the same channel?

A. No two devices are made exactly the same.
B. Each manufacturer codes its equipment number.
C. Each can be configured with a unique identification number.
D. The first device is set as master and others are set slave.

Answer: C

Q294.
An IDE drive can be set to use a specific connector on the cable by?

A. Jumping for cable select.
B. Jumping connector for slave
C. Jumping connector for master
D. Plugging the IDE cable into the second connector on the motherboard.

Answer: A

Q295.
You want to upgrade your slot1 motherboard. Which of the following chips are available in the slot1 package? (Choose three)

A. P 233
B. PII 233
C. PIII 333
D. PIII 800
E. AMD Athlon

Answer: B, C, D

Q296.
What are the correct combinations of COM ports and IRQ? (Choose Two)

A. COM1 and COM2, IRQ5
B. COM3 and COM4, IRQ2
C. COM1 and COM3, IRQ4
D. COM1 and COM3, IRQ3
E. COM2 and COM4, IRQ3

Answer: C, E

Q297.
Which test checks the transmitter and receiver of a local modem?

A. Data-parity
B. Analog loop back
C. Local digital loop back
D. Remote digital loop back

Answer: C

Q298.
What are marked in the picture below?

A. Floppy port
B. PCI slot
C. ZIF-socket
D. AGP port
E. SIMM slot
F. IDE port
G. DIMM slot
H. ISA slot
I. CMOS chip
J. Power Connector
K. Keyboard connector

Answer: D

Q299.
In ink jet printers what is the most common problem with the paper tray?

A. In consistent printing.
B. Malfunctioning pick up rollers.
C. Misalignment of the sheet feeder.
D. Paper jamming on the ink cartage.

Answer: B

Q300.
What do you need to do when replacing the motherboard in a portable computer?

A. Ensure that the board is AT or ATX.
B. Match the manufacturer and the model number exactly.
C. Any motherboard will act as long as it is specified for a laptop.
D. Ensure that the board is from that manufacturer and that the boards are interchangeable.

Answer: D

Q301.
If a computer is not protected with a UPS what problem can occur when power is restored after a power failure?

A. ROM needs to be programmed.
B. There is danger from a power surge.
C. The CMOS RAM has a battery failure.
D. The motherboard switch needs to be reset.

Answer: B

Q302.
Which ports are most often used to connect a digital camera to a computer?
(Choose two)

A. USB Port
B. SCSI Port
C. PS/2 Port
D. Parallel Port
E. RS-232 Port

Answer: A, E

Q303.
What is the first critical component that a fail motherboard battery effects?

A. RAM.

B. ROM.
C. BIOS.
D. CMOS.

Answer: D

Q304.
Where is hard disk information stored?

A. RAM
B. CMOS
C. BOOT.INI
D. SYSTEM.INI

Answer: B

Q305.
Which I/O port does the secondary IDE controller use?

A. 134H
B. 168H
C. 170H
D. 1F0H

Answer: C

Q306.
The electrical connector between the docking station and a portable computer is: (Choose two.)

A. Used as a surge suppressor
B. Manufacturer specific only
C. Manufacturer and model specific
D. Not propriety but is an industry standard

Answer: A, C

Q307.
Which equipment of the following means that the NIC and network equipment are set up so that they cannot send and receive at the same time?

A. Half Duplex
B. Single Duplex
C. Paused Duplex
D. Switched Duplex

Answer: A

Q308.
Where are the system date and time maintained when the system is turned off?

A. In RAM
B. In the CMOS
C. On the hard drive
D. In the power supply

Answer: B

Q309.
What is the main feature of SDRAM?

A. Using fewer transistors
B. Locating the boot sector
C. Transferring the BIOS information
D. Delivering the data in high speed bursts

Answer: D

Q310.
You have installed a new CD-ROM drive on the secondary controller with an IDE external storage device and now neither device works. What should you do?

A. Install new CD-ROM drivers.
B. Check master/slave jumpers.
C. Plug in the CD-ROM drive power cable.
D. Delete the drivers for the external storage device.

Answer: B

Q311.
Which of the following must be changed when replacing a hard drive? (Choose two)

A. Voltage.
B. DMA channel.
C. Cable orientation.
D. Controller address.
E. Drive select jumper.

Answer: C, E

Q312.
What is the set of rules used to transmit data from one computer to another called?

A. Service
B. Adaptive
C. Protocol
D. Network Operating System

Answer: C

Q313.
In a Laser printer what is the most common cause of a wavy image on the paper?

A. Damaged fuser
B. Smooth pickup rollers
C. Defective LASER scanner
D. Defective toner cartridge

Answer: D

Q314.
The CD-ROM does not work on your system. You suspect that the CD-ROM is not getting the proper voltage. What should you use to test the power connector?

A. Multimeter
B. Continuity Tester

C. Loop back tester
D. High voltage probe

Answer: A

Q315.
How do you differentiate an ATA/33 cable from an ATA/66 cable?

A. Cable color
B. Cable pin out
C. Twists in the cable
D. Number of wires

Answer: D

Q316.
A customer calls for support with a monitor problem but can't wait for a service technician. She describes the problem being no monitor signal, no screen saver and no hibernation and she reports that she thinks it is the video card. The customer also mentions that she has three identical functioning systems in her office. What could you ask the customer to do to eliminate the video card as the cause of the problem switch with one of the functioning systems?

A. The monitor.
B. The motherboard.
C. The video driver chip.
D. All flat ribbon cables.

Answer: A

Q317.
Which component on a printer should you check first when an error code indicates a paper jam but no paper is in the printer?

A. Tractors
B. Print head
C. Platen folder
D. Paper-Feed Sensors

Answer: D

Q318.
A bent pin on a 3 door db-15 male connector plug could cause problems with which device or component?

A. Monitor
B. Joy sticks
C. Laser-Jet Printer
D. External Modem

Answer: A

Q319.
A NIC that has an ST or SC connector on it is an example of?

A. IR
B. Thin Net
C. Fiber Optic
D. Twisted Pair

Answer: C

Q320.
In a dot matrix printer what strikes the print ribbon to form an image?

A. Pins
B. Trip Hammers
C. Character Wheel
D. Electromagnets

Answer: A

Q321.
You are required to service the laser printer in your office. Which part of the printer should you avoid touching because it is hot?

A. Fuser.
B. Print head.
C. Primary corona.
D. High voltage power supply.

Answer: A

Q322.
A service technician just added a slave hard drive to a working PC. When powered on the PC just gives a blank screen. What is the most likely cause?

A. Missing floppy cable.
B. CMOS configuration error.
C. Hard drive cable connection.
D. Incompatible slave hard drive.

Answer: D

Q323.
When a bearing in the power supply fan goes out, what should you replace?

A. Fan
B. Case
C. Bearing
D. Power Supply

Answer: D

Q324.
The user says that after downloading a program from the Internet the computer will not boot. What is the first thing to ask the user?

A. Were any modem errors were reported.
B. If the network used for Internet access.
C. Did you scan the file for viruses before you opened it.
D. Was the downloaded software compatible with your system.

Answer: C

Q325.
Where can you find the BIOS version ID?

A. System properties
B. BIOS setup screens
C. Motherboard manual
D. On the back of the computer

Answer: B

Q326.
Which symptoms would the initial POST not identify?

A. Bad memory location.
B. ROM BIOS configuration failure
C. A stuck key or defective keyboard.
D. A RAM chip that fails at high temperature

Answer: D

Q327.
Which CPU is intended to operate at a 66MHZ motherboard speed?

A. Intel 80486
B. Pentium 75
C. Pentium II 350
D. Pentium II 300

Answer: D

Q328.
What is your first action when windows report that your hard drive is developing bad sectors?

A. Replace the hard drive.
B. Run Secclean from DOS
C. Run the defrag utility on the hard Drive.
D. Run Scan Disk with the thorough option.

Answer: D

Q329.
How is the LCD on a laptop powered?

A. 120VAC
B. 120VDC
C. Low voltage DC
D. Low voltage AC

Answer: C

Q330.
How many pins are on a VGA connector?

A. 9
B. 15
C. 25
D. 50

Answer: B

Q331.
How many IDE devices can connect on a single IDE channel?

A. I
B. 2
C. 3
D. 4

Answer: B

Q332.
A Laser printer keeps getting a memory overflow error when printing a particular document. Which of the following are possible fixes? (Choose Three)

A. Reset the printer cable.
B. Replace the toner cartridge.
C. Decrease the print resolution.
D. Add more RAM to the printer.
E. Reduce the RET (Resolution Enhancement Technology).

Answer: C, D, E

Q333.
A laser printer generates a totally black paper. What is the cause?

A. Malfunctioning image laser.
B. Low level in the tonal cartage.
C. No power to the transfer corona.
D. No power to the primary corona.

Answer: D

Q334.
Which is the fastest speed?

A. 2 ns
B. 20 ns
C. 50 ns
D. 100 ns

Answer: A

Q335.
What is the memory contained inside the CPU called?

A. RAM
B. ROM
C. CACHE
D. VIRTUAL

Answer: C

Q336.
How many 72 pin SIMMs are required when using a socket 7 motherboard?

A. 1
B. 2
C. 4
D. 6

Answer: B

Q337.
Your customer decided to install a new USB printer on his Windows 95 computer but cannot get the computer to recognize it. What is the most likely cause?

A. IRQ conflict
B. DMA conflicts
C. USB cable too short
D. USB supplement for Windows 95 is not installed.

Answer: D

Q338.
Laser jet printer speeds are measured in pages per minute (PPM). What do we use to measure dot matrix printer speed?

A. Lines per inch.
B. Lines per sheets.
C. Characters per inch.
D. Characters per second.

Answer: D

Q339.
What does a 601 error POST (Power On Self-Test) indicate?

A. Hard drive error
B. Floppy drive error
C. Network boot problem
D. Defective power supply

Answer: B

Q340.
What is the DMA channel for the floppy drive controller?

A. 1
B. 2
C. 3
D. 4

Answer: B

Q341.
A user often gets "Out of disk space" error. Which actions should you consider? (Choose two)

A. Add more RAM.
B. Add a larger hard drive.
C. Replace diskette drive.
D. Remove unneeded files.
E. DEFRAG the existing hard drive.

Answer: B, D

Q342.
Which protocol requires unique addressing through software configuration?

A. IPX
B. TCP/IP
C. NetBEUI
D. AppleTalk

Answer: B

Q343.
After replacing a keyboard with a known good one, it still is not recognized by the system. What could be the problem?

A. SETUP was not run.
B. The processor is overheating.
C. The BIOS needs to be flashed.
D. The keyboard controller is not working.

Answer: D